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CITY OF CONCORD




Regional Drive

2006 ANNUAL REPORT

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MAYOR'S MESSAGE
2004 Inaugural Remarks

Past Two Years:

1. We got the Sears Block torn down and found good partners to work with on redevelopment of the site, and we appropriated the funds required to build a new parking garage there.
2. We acquired the Penacook Mill and set the groundwork for eventually rehabilitating it and the surrounding area. This was our most difficult decision, and I appreciate all of you who had the vision to support that effort.
3. We made a decision to appeal the lower court ruling on the Richmond Co. development of the South End rail yards. And we prevailed, keeping an unwanted and unnecessary big box retail development out of the South End.
4. We made a strong commitment to open space preservation by changing a long standing policy on allocation of the Land Use Change Tax.
5. We restored Engine Company No. 1 to our Fire Department.
6. We initiated a major neighborhood improvement program in the oldest neighborhood of our city, the Rumford School Area.
7. We made a major investment in economic development infrastructure by funding and getting under construction the extension of Regional Drive.
8. We dealt well with two major unexpected crisis's which were thrown at us. First, we found a way to absorb the state passing off \$650,000 of additional retirement system costs to the City without passing it on to our taxpayers. Second, we took the bold step of eminent domain and kept the Rolfe Barn here as an historic resource rather than letting it be shipped off to Sun Valley.
9. Lastly, we kept up the high level of municipal services which Concord residents and businesses are used to – while limiting increases in the municipal tax rate to less than 2.5% per year.

This is a record we can all be proud of. We did not do it by ourselves, of course. We have an excellent city staff led by a fine management team and hundreds of city employees who work hard every day at their jobs. I thank the city manager; his department heads, and all city workers for the hard work done each day to make sure that Concord is a great community to live, work and play in.

Next Two Years:

So what will the next two years bring. Let me share with you what I think some of our priorities should be and what the major challenge will be.

1. Solid Waste/Recycling – First on our agenda will be to complete unfinished business from last year by developing a solid waste and recycling program, which the community will support. I hope that we can find a way, as part of that program, to offer weekly curbside recycling to our residents.
2. Open Space Preservation – Second, we must make a significant commitment to preserve important open spaces by providing the Conservation Commission with an immediately available funding source, which they can rely on when major targets of opportunity arise. We are one of the few communities in the region openly welcoming new housing, and this places our valuable natural resources under tremendous pressure from development. Concord has one of the largest land areas in the State. We have enough land to both accommodate new housing demand and to preserve large tracts of contiguous open spaces for the future. But we must make sure the housing demand for land in the next several years does not gobble up the land, which should be permanently preserved.

Soon, I will be proposing that City Council pass a major bond issue to provide the funding resources needed to accomplish this purpose. This is not innovative, as some 30 other municipalities in New Hampshire have already done this. The precise amount and the inter-relationship with the Conservation Acquisition Fund have yet to be determined, but the amount recommended will likely be in the \$2 to \$4 million range.

To those who might suggest we cannot afford this, I say we cannot afford not to do this. It will be an investment, which our residents can directly relate to and benefit from. On the scale of things, we must note that traffic projects like Regional Drive, Langley Parkway, and Manchester Street, which are actually business development projects, each cost in the \$4 to \$6 million dollars range. It is time to put our long range debt and our priorities into something all of our future residents can benefit from, as we did when we rebuilt all of our swimming pools a few years ago.

3. Downtown – Third, we must continue to work closely with and support the Main Street Program as it develops its vision for Downtown Concord. Once the Main Street Group develops its objectives for downtown infrastructure and building renovations, we must be prepared to support those objectives with a significant capital commitment. Our downtown is the heart of our city and, as many have said, the Main Street of our state. It is a significant part of our tax base, and we must invest more in the downtown than simply building a parking garage there.
4. The Opportunity Corridor – Fourth, we must continue to work towards the redevelopment of the Opportunity Corridor. This is a goal that will require both patience and persistence. We must closely follow the Opportunity Corridor Master Plan which is about to get underway and assure that what comes out of that is a realistic and achievable vision.
5. Redevelopment Authority Task Force – The key to redeveloping the Opportunity Corridor will be the establishment and capitalization of a Redevelopment Authority as recommended by the joint City and Chamber of Commerce Task Force, which we appointed two years ago. I expect, by March, to have in front of the City Council the specific actions required to establish and capitalize the Authority.

6. Ethics Ordinance – A major piece of unfinished business from the last two years is the adoption of an Ethics Ordinance. Later tonight I will ask council to appoint an Ethics Committee to be chaired by Councilor Bill McGonagle. This committee will be charged with reporting out a recommended ethics ordinance during the term of this council.
7. Communications – One of the things we in Concord City Government must work on improving is our communications with our people when specific projects or specific problems which touch neighborhoods arise or when major policy proposals are formulated. Towards that end, I will also be recommending later tonight that a Communications Committee be established. This idea comes from Councilor Doris Ballard, and she has agreed to chair the Communications Committee.
8. Continue to Plug Along – Finally, in the next two years we must not lose sight of the projects we have already started. The completion of Regional Drive and Langley Parkway; developing the plan for the Penacook Mill; moving forward with the Sears Block Redevelopment; developing the plans for the Loudon Road and Fisherville Road/North State Street Corridors; and finishing up our Master Plan must all remain high priorities.

The Challenge:

The major challenge we will face in the coming year will be to deal with something largely out of our control. There are going to be tremendous pressures placed on residential property taxes due to the confluence of three things out of control:

- 1) The shift in tax base from commercial properties to residential properties caused by the growth in value of our residential properties far out pacing the growth in value of our commercial properties will continue. This is not necessarily a new phenomenon, but the new assessment laws which arose from the creation of the statewide property tax make it an annual event, rather than a decennial event – and the rapid escalation of housing values makes the overall impact much larger on homeowners than in the past. Essentially, we are being forced by the State to revalue every year, rather than every ten years or so. In these economic times, that is good for businesses but bad for homeowners.
- 2) Significant reductions in the state school aid coming back to Concord as a result of the legislative changes last year to the State Education Property Tax will greatly affect our taxpayers;
- 3) An increased County Tax Assessment, arising mostly from burden shifting at the State level of government will also hit us.

All of these factors could cause the typical Concord homeowners tax bill in 2004 to increase by \$500 to \$750, before the impact of 2004 budgets are added.

The dilemma we face is that we cannot bring city government to a halt because of irresponsible leadership at the state level, which shifts society's duties to local and county government while claiming to be reducing everybody's taxes. We are not alone in this dilemma. The ultimate solution is public awareness and the ballot box. We

must make our residents understand what is happening, and, politically, we must join forces with other communities to try and bring an end to irresponsibility.

Notwithstanding this, we must face reality. Our budget for Fiscal Year 2005 is going to have to be a lean one. This will be our major challenge during the coming year. We are going to have to be creative; we are going to have to be disciplined; we are going to have to be prudent; and we are going to have to communicate with our people about what is happening in the larger picture.

With these thoughts, I wish everyone here the very best as all of us work together to serve the residents of our city during the next two years.

Michael L. Donovan
Mayor

City of Concord, New Hampshire Mayor and City Council Effective January 2006

MAYOR

Michael Donovan

COUNCILORS AT LARGE

Leonard A. Brochu

Jim McGonigle

Dr. Douglas M. Black

Daniel St. Hilaire

WARD COUNCILORS

Ward One

Elizabeth Blanchard

Ward Two

William Stetson

Ward Three

Jan McClure

Ward Four

Dick Lemieux

Ward Five

Marjory Swope

Ward Six

J. Allen Bennett

Ward Seven

Keith Nyhan

Ward Eight

F. James Rowe, Jr.

Ward Nine

Katherine D. Rogers

Ward Ten

James Bouley

This City Council list was in effect for fiscal year 2006. For a current list of City Council, please contact the City Clerk's Office at 225-8500.

CITY COUNCIL

The legislative authority of the City of Concord is vested exclusively in the fifteen-member City Council, which is elected in odd-numbered years, consisting of one Mayor elected for two years; four Councilors at-large elected for four years; and ten ward Councilors elected every two years. Regular meetings of the City Council are held on the second Monday of each month. The Council held twelve regular meetings, six recessed and eight special meetings and passed 36 ordinances, 141 resolutions and adopted a \$42.3 million, twelve-month budget covering the fiscal year 7/1/2005 to 6/30/2006.

Fiscal Year 2006 Goals:

- Fisherville Road/North State Street Improvements
- Explore Residential Growth Management Ordinance
- Downtown Parking Garages
- Water System Planning
- Open Space Acquisition
- Solid Waste Master Plan
- Balance FY05/FY06 Budget Issues
- Opportunity Corridor Master Plan
- Increased Police Presence in Downtown
- Penacook Mill Redevelopment
- Blue Cross/Blue Shield
- Economic Development Master Plan
- Loudon Road Corridor Improvements

Boards and Commissions

COMMITTEE	COMMITTEE MEMBERSHIP	TERM EXP DATE
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20/20 Board of Directors

Appointed by: Not applicable. *Committee authority:* Not applicable.

Donovan	Michael	12/31/2007
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Airport Advisory Committee

Appointed by: Mayor *Committee authority:* Ord 1528; Article 30-3-15

Alosa	Joseph	4/30/2006
Bradley	Kenneth	4/30/2004
City Manager		Unlimited
Gerhan	Charles	4/30/2008
Gross	Martin	4/30/2008
Loomis	Ernest	4/30/2007
MacKay	James	4/30/2007
Rowe	F. James	12/31/2007

Board of Assessors

Appointed by: City Manager *Committee authority:* City Charter Section 29; Article 30-3-26

Bean	George W.	Unlimited
Hildum	George W., III	Unlimited
Towle	Richard	Unlimited

Board of Health

Appointed by: City Manager *Committee authority:* Article 30-3-3

Vacancy	Medical Professional	Unlimited.
Vacancy	Medical Professional	Unlimited.
Vacancy	Medical Professional	Unlimited.

<i>COMMITTEE</i>	<i>COMMITTEE MEMBERSHIP</i>	<i>TERM EXP DATE</i>
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Board of Revision of Assessment

Appointed by: City Manager *Committee authority:* Ord 1840; Articles 2-3-7 and 30-3-21

Cavanaugh	Paul	Unlimited
Howard	Jim	Unlimited
Roberge	Ed	Unlimited
Vacancy		Unlimited
Vacancy		Unlimited

Building Board of Appeals

Appointed by: City Manager *Committee authority:* Article 26-4, 30-3-32, RSA 156:4a

Blanchette	Gerard	1/1/2005
Burpee	Richard	1/1/2005
Cowan	Duene	1/1/2006
Purington	Gary	1/1/2006
Rimm	Ed	1/1/2007
Vacancy		1/1/2005
Vacancy		1/1/2002
Vacancy		1/1/2006
Vacancy		1/1/2004
Welch	Peter	1/1/2007

CCTV Board

Appointed by: Mayor *Committee authority:* Not applicable.

Bennett	J Allen	12/31/2007
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<i>COMMITTEE</i>	<i>COMMITTEE MEMBERSHIP</i>	<i>TERM EXP DATE</i>
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City Forest Advisory Committee

Appointed by: Not applicable. *Committee authority:* Ordinance 1843, Article 4-5-3

City Engineer	Unlimited.
City Manager	Unlimited.
City Planner	Unlimited.
General Services Direct	Unlimited.
Recreation & Parks	Unlimited.

Communications Committee

Appointed by: Mayor *Committee authority:* Council

Ballard	Doris	Unlimited
Barwell	Michael	Unlimited
Bennett	J. Allen	12/31/2007
Blanchard	Elizabeth	12/31/2007
Bonenfant	Janice	Unlimited
Budkiewicz	Steve	Unlimited
Chesley	Chip	Unlimited
Harbour	Pat	Unlimited
Hawk	Roger	Unlimited
McGonigle	James	12/31/2007
Nichols	Scott	Unlimited
Pope	Chris	Unlimited
Puleo	Pamela	Unlimited
Rogers	Katherine	12/31/2007
Temchack	Kathryn	Unlimited
Vacancy		12/31/2007

<i>COMMITTEE</i>	<i>COMMITTEE MEMBERSHIP</i>	<i>TERM EXP DATE</i>
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Community Development Advisory Committee

Appointed by: Mayor *Committee authority:* Ord 1982, 2101, 2415 and Article 30-3-24

Bart	Jeffrey	3/31/2008
Bennett	J. Allen	12/31/2007
Drypolcher	Gerald	3/31/2005
Gfroerer	Michael	3/31/2007
Hawk	Roger	Unlimited
Hughes	Joia	Unlimited
McClure	Jan	12/31/2007
Rafferty	Bev	Unlimited
Rowe	F. James	12/31/2007
Salley	Nadine	3/31/2007
Sprague	Janet	3/31/2005
St. Hilaire	Dan	12/31/2007
Vacancy		12/31/2007

Concord Housing Authority

Appointed by: City Manager *Committee authority:* RSA 203

Avallone	Thomas	4/30/2006
Duprey	Steve	4/30/2008
Fowler	James	4/30/2008
Landry	Shari	4/30/2007
Leon	Mary Ann	4/30/2010

<i>COMMITTEE</i>	<i>COMMITTEE MEMBERSHIP</i>	<i>TERM EXP DATE</i>
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Conservation Commission

Appointed by: City Manager *Committee authority:* Ordinance 1774, 2555, Article 30-3-12

Boisvert	Tracey	1/1/2006
Chormann	Frederick	1/1/2006
Cyr	Roderick	1/1/2007
Frost	Terrence P.	1/1/2007
Gilday	Bruce	1/1/2006
Mattlage	Stefan	1/1/2006
Morgan	Christopher	1/1/2007
Owers	James E.	1/1/2006
Robinson	Edwin	1/1/2006
Swope	Marjory	12/31/2007
Tardiff	Kristine	1/1/2008

Contoocook River Local Advisory Committee

Appointed by: Mayor *Committee authority:* Dept of Environmental Services

Cyr	Roderick	1/1/2007
Hillson	Edward	1/1/2007

Council Advisory Committee on Wage & Compensation

Appointed by: Mayor *Committee authority:* Council

Bennett	J. Allen	12/31/2007
Blanchard	Elizabeth	12/31/2007
McClure	Jan	12/31/2007
McGonigle	James	12/31/2007
Nyhan	Keith	12/31/2007

<i>COMMITTEE</i>	<i>COMMITTEE MEMBERSHIP</i>	<i>TERM EXP DATE</i>
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Council Traffic Calming Committee

<i>Appointed by:</i>	Mayor	<i>Committee authority:</i>	Council	
		Bennett	J. Allen	12/31/2007
		Chesley	Chip	Unlimited
		Hawk	Roger	Unlimited
		Lemieux	Dick	12/31/2007
		Major	Jim	Unlimited
		McGinley	Tim	Unlimited
		McGonigle	James	12/31/2007
		Mueller	Paul	Unlimited
		Nichols	Scott	Unlimited
		Pope	Chris	Unlimited
		Roberge	Ed	Unlimited
		Rogers	Katherine	12/31/2007
		Seifried	Jill	Unlimited
		Vacancy		12/31/2007
		Vacancy		12/31/2007

Demolition Review Committee

<i>Appointed by:</i>	Heritage Commission	<i>Committee authority:</i>	Ordinance 2379, Article 26-9-1	
		Donovan	Phil	Unlimited
		Hengen	Elizabeth	Unlimited
		Johnson	Robert	Unlimited
		McConaha	James	Unlimited
		Richards	Fred	Unlimited

<i>COMMITTEE</i>	<i>COMMITTEE MEMBERSHIP</i>	<i>TERM EXP DATE</i>
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Design Review Committee

Appointed by: Planning Board *Committee authority:* Article 28-9-1 (c-4)

Cowan	Duene	12/31/2007
Gentilhomme	Claude	12/31/2005
Hengen	Elizabeth	12/31/2005
King	Ron	12/31/2005
Meyer	Susanne	12/31/2005
Rice	Ham	Unlimited

Downtown Solid Waste Removal District Commission

Appointed by: City Manager *Committee authority:* Ordinance 1489, Article 30-3-17

Ciborowski	Mark	6/1/2001
Cole	Paul	6/1/2002
Reingold	Mark	6/1/2001
Vacancy		4/1/1999
Vacancy		4/1/1998
Vacancy		6/1/2002
Valliere	Jane	6/1/2002

<i>COMMITTEE</i>	<i>COMMITTEE MEMBERSHIP</i>	<i>TERM EXP DATE</i>
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Economic Development Advisory Council

Appointed by: Mayor *Committee authority:* Ordinance 1557, 1803, 2014, 2127, 2200, 2378 and 2415, Article 30-3-16

Bennett	J. Allen	12/31/2007
Black	Douglas	12/31/2007
Cannon	Niel	Unlimited
Carley	Chris	1/31/2004
Champlin	Byron	1/31/2007
City Manager		Unlimited
Dunning	Robert E.	1/31/2004
Feller	David	1/31/2004
Hutson	John	1/31/2004
Norton	William	1/31/2004
Sokul	John	1/31/2004
St. Hilaire	Dan	12/31/2007
Swope	Marjory	12/31/2007
Vacancy		1/31/2004

Episcopal Diocese Committee

Appointed by: Mayor *Committee authority:* Council

Black	Douglas	12/31/2007
Brochu	Leonard	12/31/2007
St. Hilaire	Dan	12/31/2007

Ethics Ordinance Committee

Appointed by: Mayor *Committee authority:* Council

Black	Douglas	12/31/2007
Blanchard	Elizabeth	12/31/2007
Bouley	James	12/31/2007
McGonigle	James	12/31/2007
Stetson	William	12/31/2007

<i>COMMITTEE</i>	<i>COMMITTEE MEMBERSHIP</i>	<i>TERM EXP DATE</i>
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Everett Arena Advisory Committee

Appointed by: Mayor *Committee authority:* Ordinance 1651, 1761 and 2173, Article 30-3-10

Andrews	Joe	Unlimited
Arndt	Kimberly	4/1/2006
Bardwell	Jeffrey	Unlimited
Blanchette	Gerry	4/1/2004
Brown	Tom	4/1/2005
Gfroerer	Michael	4/1/2005
Palisi	David	4/1/2004
Rowe	F. James	12/31/2007
Stetson	William	12/31/2007
Vacancy		4/1/2005
Wallner	Nicholas	4/1/2005
Young	Gary	4/1/2006

Facilities Naming Committee

Appointed by: Mayor *Committee authority:* Council

Bennett	J. Allen	12/31/2007
McGonigle	James	12/31/2007
Rowe	F. James	12/31/2007
Stetson	William	12/31/2007

False Alarm Appeals Board

Appointed by: City Manager *Committee authority:* Ordinance 1991, Article 15-11-6

Madden	Jerome	Unlimited
Neveux	Anthony	Unlimited
Pope	Chris	Unlimited
Vacancy		Unlimited

COMMITTEE**COMMITTEE MEMBERSHIP****TERM EXP DATE**

Fiscal Policy Advisory Committee*Appointed by:* Mayor*Committee authority:* Council

Bennett	J. Allen	12/31/2007
Bouley	James	12/31/2007
Brochu	Leonard	12/31/2007
McClure	Jan	12/31/2007
Nyhan	Keith	12/31/2007
St. Hilaire	Dan	12/31/2007

Fisherville Road Corridor Committee*Appointed by:* City Manager*Committee authority:* Council

Avallone	Thomas	Unlimited.
Blanchard	Elizabeth	12/31/2007
Denoncourt	Cassandra	Unlimited.
Fanny	Michael	Unlimited.
Geiger, Jr	Glenn	Unlimited.
Harbour	Pat	Unlimited.
Langlais	Lawrence	Unlimited.
Lemieux	Dick	12/31/2007
Letendre	Art	Unlimited.
McClure	Jan	12/31/2007
Morgan	Michael	Unlimited.
Murdoch	Bill	Unlimited.
Newell	David	Unlimited.
Potoczak	Ann	Unlimited.
Stetson	William	12/31/2007
Suojanen	Holly	Unlimited.

<i>COMMITTEE</i>	<i>COMMITTEE MEMBERSHIP</i>	<i>TERM EXP DATE</i>
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Golf Course Advisory Committee

Appointed by: Mayor *Committee authority:* Ordinance 1664 and 2168, Article 30-3-18

Coen	Mark	5/1/2005
Foy	Albert Jr.	5/1/2007
Golf Course Manager		Unlimited
Golf Pro		Unlimited
Hoadley	Betty	5/1/2007
Hunt	Frances	5/1/2007
Recreation Superintende		Unlimited
Silva	David	5/1/2005
St. Hilaire	Dan	12/31/2007
Vachon	Robert	5/1/2007

Groundwork Concord

Appointed by: Mayor *Committee authority:* Council

Swope	Marjory	12/31/2007
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<i>COMMITTEE</i>	<i>COMMITTEE MEMBERSHIP</i>	<i>TERM EXP DATE</i>
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Heights Community Ctr. Committee

Appointed by: Mayor *Committee authority:* Council

Andrews	Joe	Unlimited
Barnwell	Ed	Unlimited
Bouley	James	12/31/2007
Emond	Chris	Unlimited
Hawk	Roger	Unlimited
Morgan	Larry	Unlimited
Naylor	Deb	Unlimited
Rogers	Katherine	12/31/2007
Tracy	Carolyn	Unlimited
Trinkley	Mary	Unlimited
Vacancy		12/31/2007
White Bouchard	Candace	Unlimited

Heritage Commission

Appointed by: City Manager *Committee authority:* RSA 673:4(a); Ordinance 2121, Article 28-9-1

Black	Douglas	12/31/2007
Carley	Chris	12/31/2004
Donovan	Phil	12/31/2006
Durgy Brooks	Carol	12/31/2007
Fraser	Marilyn	12/31/2006
Hengen	Elizabeth	12/31/2006
Johnson, II	Robert V.	12/31/2005
McConaha	James	12/31/2006
Richards	Fred	12/31/2007
Shurtleff	Stephen	12/31/2007
Vacancy		12/31/2005
Vacancy		3/31/2005

COMMITTEE	COMMITTEE MEMBERSHIP	TERM EXP DATE
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Highway Safety Committee

Appointed by: Not applicable. *Committee authority:* Council

Bennett	J. Allen	12/31/2007
Brochu	Leonard	12/31/2007
Rogers	Katherine	12/31/2007

I-93 Task Force

Appointed by: Mayor *Committee authority:* Council

Bouley	James	12/31/2007
Hagen	Nan	Unlimited
Hastings	Philip	Unlimited
Raffio	Thomas	Unlimited
Renner	Anne	Unlimited

Impact Fee Review Committee

Appointed by: Not applicable. *Committee authority:* Council

Bouley	James	12/31/2007
Brochu	Leonard	12/31/2007
Lemieux	Dick	12/31/2007
Nyhan	Keith	12/31/2007
Swope	Marjory	12/31/2007

*COMMITTEE**COMMITTEE MEMBERSHIP**TERM EXP DATE*

*Information Technology Advisory Committee**Appointed by:* Mayor*Committee authority:* Resolution 7276 and 7549

Bennett	J. Allen	12/31/2007
Bouley	James	12/31/2007
Clarkson	Terry	4/1/2007
Couch	Robert	4/1/2006
Malsbenden	Kathy	Unlimited
McGonagle	William	4/1/2007
Morrison	Deanne	4/1/2007
Nyhan	Keith	12/31/2007
Reed	Ronald	4/1/2007
Rothenberg	Steven	Unlimited
Schmitz	Matthew E.	4/1/2006
Swope	Marjory	12/31/2007
Vacancy		12/31/2007
Vacancy		
Williams	Michael	4/1/2007

<i>COMMITTEE</i>	<i>COMMITTEE MEMBERSHIP</i>	<i>TERM EXP DATE</i>
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Joint City/School Committee on Cooperation

Appointed by: Mayor
appoints
Council
Members

Committee authority: Council

Aspell	Tom	
Bonenfant	Robert	12/31/2005
Coddington	Paul	12/31/2005
Devorsey	Megan	12/31/2005
Hoadley	Betty	12/31/2005
Howard	Jim	Unlimited
Martin	Michael	12/31/2005
McGonigle	James	12/31/2007
O'Connor	Leighton	12/31/2005
Rath	Christine	12/31/2005
Regan	Fred	12/31/2005
St. Hilaire	Dan	12/31/2007
Swope	Marjory	12/31/2007
Vacancy		12/31/2007
Wierwille-Norton	Jennifer	12/31/2005

Library Board of Trustees

Appointed by: City Manager *Committee authority:* RSA 202a and Article 30-3-4

Hengen	Steven	5/1/2007
Kenison	Frank	5/1/2006
Kent	Jeffrey	5/1/2006
Leidy	Susan	5/1/2008
McDermott	Inez	5/1/2006
Miner	Paula	5/1/2008
Robinson	Mary Beth	5/1/2008
Shamash	Albert	5/1/2007
Stark	Eleanor	5/1/2007

COMMITTEE	COMMITTEE MEMBERSHIP	TERM EXP DATE
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Licensing Board

Appointed by: Not applicable. *Committee authority:* Ordinance 1957, Article 30-3-13

City Manager		Unlimited
Madden	Jerome	Unlimited
Pope	Chris	Unlimited

Loudon Road Corridor Committee

Appointed by: Mayor *Committee authority:* Council

Rogers	Katherine	12/31/2007
Rowe	F. James	12/31/2007

Mayor's Development Process Review Task Force

Appointed by: Mayor *Committee authority:* Council

Banks	Gregory	Unlimited
Caron	Louis	Unlimited
Carrier	Donald	Unlimited
Halle	Jonathan	Unlimited
Hastings	Philip	Unlimited
Kupper	Ted	Unlimited
Manias	Mary Lou	Unlimited
Morrison	Nancy	Unlimited
Nadeau	Christopher	Unlimited
O'Neill	Tami	Unlimited
Paine	James L.	Unlimited
Reardon	Tara	Unlimited
Sink	Timothy	Unlimited
Tardiff	Michael	Unlimited
Uchida	Richard	Unlimited
Walker	Scott	Unlimited

<i>COMMITTEE</i>	<i>COMMITTEE MEMBERSHIP</i>	<i>TERM EXP DATE</i>
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Mitigation Planning Task Force

Appointed by: CNHRPC *Committee authority:* Council

Alexander	Stephanie	Unlimited
Aspell	Tom	Unlimited
Barry	Bob	Unlimited
Bilodeau	Phil	Unlimited
Casey	Eric	Unlimited
Gunn	Tim	Unlimited
LeClair	Art	Unlimited
Mitchell	Shawn	Unlimited
Nichols	Scott	Unlimited
Pope	Chris	Unlimited
Rogers	Katherine	12/31/2007
Stetson	William	12/31/2007
Vacancy		Unlimited
Walsh	Matt	Unlimited

Opportunity Corridor Tax Increment District Advisory Committee

Appointed by: Mayor *Committee authority:* Resolution 6681

Brown	Tom	Unlimited
Eills	Andrew	Unlimited
Fields	Anne	Unlimited
Flanagan	Cindy	Unlimited
Morgan	Christopher	Unlimited
Otto	Peter	Unlimited
Thompson	Robert	Unlimited

<i>COMMITTEE</i>	<i>COMMITTEE MEMBERSHIP</i>	<i>TERM EXP DATE</i>
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Parking Committee

Appointed by: Mayor

Committee authority: Ordinance 2442

Bennett	J. Allen	12/31/2007
Brochu	Leonard	12/31/2007
Ciborowski	Mark	Unlimited
Florence	Dave	Unlimited
Hagen	Nan	Unlimited
Henninger	Steve	Unlimited
Lemieux	Dick	12/31/2007
McIver	Mickey	Unlimited
Peterson	Pam	Unlimited
Stetson	Williams	12/31/2007
Swope	Marjory	12/31/2007

Personnel Appeals Board

Appointed by: Appointed by other two appointees.

Committee authority: Charter Section 45, Ordinance 2109 and Article 30-3-5

Harrison	Ellie	12/31/1997
Hartigan	Cecile B.	12/31/2007
Sullivan	John M.	12/31/2003

<i>COMMITTEE</i>	<i>COMMITTEE MEMBERSHIP</i>	<i>TERM EXP DATE</i>
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Planning Board

Appointed by: Mayor *Committee authority:* Ordinance 1690 and 2385 and Article 30-3-6

Blanchette	Gerard	3/31/2006
Dolcino	Chiara	3/31/2006
Drypolcher	Gerald	3/31/2007
Foss	Carol	3/31/2008
Gross	Martin	Unlimited
Kenison	Frank	3/31/2008
McClure	Jan	12/31/2007
McGonagle	William	3/31/2008
Merrill	Stephen	3/31/2008
Rowe	F. James	12/31/2007
Smith Meyer	Susanne	3/31/2008
Swope	John	3/31/2007
Woodward	Doug	Unlimited

Poles and Wires Committee

Appointed by: Not applicable. *Committee authority:* Ordinance 1837 and Article 5-4-1

Chesley	Chip	Unlimited
Roberge	Ed	Unlimited
Woodward	Doug	Unlimited

<i>COMMITTEE</i>	<i>COMMITTEE MEMBERSHIP</i>	<i>TERM EXP DATE</i>
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Public Safety Advisory Board

Appointed by: Mayor *Committee authority:* Ordinance 2186, 2415 and Article 30-3-25

Blanchard	Elizabeth	12/31/2007
Blanchard	Joan	7/1/2006
Chase	Scott	7/1/2006
City Manager		Unlimited
DeGreenia	Leo	7/1/2006
Doremus	James	7/1/2000
Keach	Fred	7/1/2006
Ludwick	Steve M.	7/1/2006
Madden	Jerome	Unlimited
Pope	Chris	Unlimited
Rogers	Katherine	12/31/2007
Smith	Natalie	7/1/2000
Stetson	William	12/31/2007
Stevenson	Michelle	7/1/2006
Vacancy		
Vacancy		12/31/2007
Vacancy		Unlimited
Vacancy		
Vacancy		Unlimited
Wilkie	Cheryl A.	7/1/2000

*COMMITTEE**COMMITTEE MEMBERSHIP**TERM EXP DATE*

*Public Transportation Advisory Committee**Appointed by:* Mayor*Committee authority:* Article 30-3-14

Blanchard	Elizabeth	12/31/2007
City Manager		Unlimited
Gerbi	Raymond	5/1/2008
Hargrove	Carol	5/1/2006
Hoar	John	5/1/2005
Rowe	F. James	12/31/2007
Sink	Timothy	5/1/2008
Stetson	William	12/31/2007
Vacancy		5/1/2005
Williams	Robert W.	5/1/2008

*COMMITTEE**COMMITTEE MEMBERSHIP**TERM EXP DATE*

*Recreation and Parks Advisory Committee**Appointed by:* Mayor*Committee authority:* Ordinance 1916, 2015, 2315, 2415 and Article 30-2-23

Alleyne	Bruce	6/15/2008
Bouley	James	12/31/2007
Dolcino	Chiara	6/15/2006
Flieder	Lauren	6/15/2006
Goldberg	Andrea	6/15/2008
Jacques	Chris	Unlimited
Mercier	John	06/15/2008
Miller	Mary	6/15/2007
Nyhan	Keith	12/31/2007
O'Brien	Kevin	Unlimited
Odell	Elizabeth	6/15/2008
Schofield	Janet	6/15/2006
Sweet	Walter	Unlimited
Tracy	Carolyn	Unlimited
Vacancy		6/15/2004
White Bouchard	Candace	6/15/2007
Whitmore	William	Unlimited

*Regional Planning Commission**Appointed by:* Mayor*Committee authority:* RSA 36:46:3

Black	Douglas	12/31/2007
Foss	Carol	6/1/2009
Lemieux	Dick	12/31/2007
Swope	John	3/31/2009

<i>COMMITTEE</i>	<i>COMMITTEE MEMBERSHIP</i>	<i>TERM EXP DATE</i>
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Regional Planning Regional Resource Conservation Sub Committee

Appointed by: Mayor *Committee authority:* RSA 36:46:3

Robinson	Edwin	12/31/2005
Swope	Marjory	12/31/2007

Rules Committee

Appointed by: Not applicable. *Committee authority:* Council

Blanchard	Elizabeth	12/31/2007
Bouley	James	12/31/2007
McGonigle	James	12/31/2007
Rogers	Katherine	12/31/2007
Rowe	F. James	12/31/2007

Sewalls Falls Bridge Design Ad Hoc Committee

Appointed by: Mayor *Committee authority:* Council

Black	Douglas	12/31/2007
Blanchard	Elizabeth	12/31/2007
Bouley	James	12/31/2007
McClure	Jan	12/31/2007
Vacancy		12/31/2007

<i>COMMITTEE</i>	<i>COMMITTEE MEMBERSHIP</i>	<i>TERM EXP DATE</i>
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Social Services Funding Policy Committee

Appointed by: Mayor *Committee authority:* Council

Bazos	Dorothy	Unlimited
Blanchard	Elizabeth	12/31/2007
Blanchard	Joan	Unlimited
Harbour	Pat	Unlimited
McGonigle	James	12/31/2007
Rice	Chip	Unlimited
Russell	Charles	Unlimited
Thompson	Peter	Unlimited
Vacancy		12/31/2007
Whatmough	Jacqueline	Unlimited

Solid Waste Advisory Committee

Appointed by: Mayor *Committee authority:* Resolution 6165

Blanchard	Elizabeth	12/31/2007
Brochu	Leonard	12/31/2007
D'Amante	Cinda	8/31/2003
Lemieux	Dick	12/31/2007
Padova	Richard J.	8/31/2003
Reingold	Mark	8/31/2004
Rogers	Katherine	12/31/2007
Sink	Timothy	8/31/2003
Swope	Marjory	12/31/2007
Vacancy		8/31/2003

<i>COMMITTEE</i>	<i>COMMITTEE MEMBERSHIP</i>	<i>TERM EXP DATE</i>
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State-Capitol Region Planning Commission

Appointed by: Not applicable. *Committee authority:* RSA 36:46:Chapter 296, Laws of 1989

Calawa, Jr.	Leon	Unlimited
City Manager		Unlimited
Donovan	Michael	12/31/2007
Hill	Donald S.	Unlimited
Larsen	Sylvia	Unlimited
Manoogian	MaryAnn	Unlimited
Rogers	Katherine	Unlimited
Tardiff	Michael	Unlimited
Washburn	Robert	Unlimited
Wilbur	Ronald	Unlimited
Zachos	Victoria	Unlimited

Tannery Redevelopment Advisory Committee

Appointed by: EDAC Rep *Committee authority:* Council

	Vacancy	Unlimited.
	Vacancy	Unlimited.
	Vacancy	Unlimited.
	Vacancy	Unlimited.
	Vacancy	Unlimited.
	Vacancy	Unlimited.
	Vacancy	Unlimited.
	Vacancy	Unlimited.
	Vacancy	Unlimited.
Blanchard	Elizabeth	12/31/2007
Brochu	Leonard	12/31/2007
Vacancy		12/31/2007

COMMITTEE	COMMITTEE MEMBERSHIP	TERM EXP DATE
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Task Force to Review Est. of Redevelopment Auth.

Appointed by: Mayor

Committee authority: Council

Black	Douglas	12/31/2007
Bouley	James	12/31/2007
Braiterman	Lisa	Unlimited
Carley	Chris	Unlimited
Carroll	Maura	Unlimited
Cibrowski	Mark	Unlimited
D'Amante	Raymond	Unlimited
Donovan	Michael	12/31/2007
Feller	David	Unlimited
Gfroerer	Michael	Unlimited
Hutson	John	Unlimited
MacKay	James	Unlimited
Norton	William	Unlimited
Ransmeier	John	Unlimited
Swope	Marjory	12/31/2007
Tenney	Rodney	Unlimited
White Bouchard	Candace	Unlimited
Winship	Peter	Unlimited

Tax Exemption Policy Committee

Appointed by: Not applicable. *Committee authority:* Council

Black	Douglas	12/31/2007
Blanchard	Elizabeth	12/31/2007
Nyhan	Keith	12/31/2007
Rowe	F. James	12/31/2007

COMMITTEE	COMMITTEE MEMBERSHIP	TERM EXP DATE
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Taxicab Licensing Board

Appointed by: Not applicable. *Committee authority:* Ordinance 1571, Article 15-5-2

City Manager		Unlimited
Madden	Jerome	Unlimited
Woodward	Doug	Unlimited

Technical Review Committee

Appointed by: Not applicable. *Committee authority:* Article 28-9-1(c-5)

Flynn	Dave	Unlimited
Henninger	Steve	Unlimited
Pollock	Bob	Unlimited
Rice	Ham	Unlimited
Roberge	Ed	Unlimited
Seifried	Jill	Unlimited
Vacancy		Unlimited
Woodward	Doug	Unlimited

Traffic Operations Committee

Appointed by: Not applicable. *Committee authority:* Not applicable.

Duval	John	Unlimited
Florence	Dave	Unlimited
Hawk	Roger	Unlimited
Henninger	Steve	Unlimited
Hunt	William	Unlimited
Major	James	Unlimited
Roberge	Ed	Unlimited
Seifried	Jill	Unlimited

<i>COMMITTEE</i>	<i>COMMITTEE MEMBERSHIP</i>	<i>TERM EXP DATE</i>
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Trustees of Trust Funds

Appointed by: City Manager *Committee authority:* RSA 31:22, Article 30-3-8

Aitken	Michael	3/31/2008
Biklen	Lisa L.	3/31/2008
Jache	Michael	Unlimited
Sisson	Andrea L.	3/31/2008

Upper Merrimack River Local Advisory Committee

Appointed by: Mayor *Committee authority:* Dept of Environmental Services

Bartlett	Alan	1/31/2001
Chormann	Frederick	1/31/2007
Robinson	Edwin	1/1/2007
Vacancy		1/1/2007

Utilities Policy/Appeals Board

Appointed by: Not applicable. *Committee authority:* Council

Ammerman	Bettina	Unlimited
Brochu	Leonard	12/31/2007
McGonigle	James	12/31/2007
Rogers	Katherine	12/31/2007
Vacancy		Unlimited

Water System Planning Committee

Appointed by: Mayor *Committee authority:* Council

Swope	Marjory	12/31/2007
Vacancy		12/31/2007
Vacancy		12/31/2007
Vacancy		12/31/2007

<i>COMMITTEE</i>	<i>COMMITTEE MEMBERSHIP</i>	<i>TERM EXP DATE</i>
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Zoning Board of Adjustment

Appointed by: City Manager *Committee authority:* RSA 31, Ordinance 2099, Article 30-3-9

Boley	Robert	1/1/2007
Carley	Chris	1/1/2008
Evans	Tedd	1/1/2008
Harrison Jr.	Robert	1/1/2006
Ludtke	Leslie	1/1/2007
Miller	Christopher	1/1/2007
Munson	Michael	1/1/2006
Parker	David	1/1/2006
Reardon	Tara	1/1/2006
Wallner	Nicholas	1/1/2006



City of Concord, New Hampshire

SERVICES DIRECTORY

If you have a question about...	City Office and/or Department to Call	Name of non-city business to contact	Phone Number
Ambulance Billing Questions		Concord Hospital	228-7117
Animal Problems/Complaints-Domestic	Police Department		225-8600
Animals – on ice/endangered	Fire Department		225-8669
Assessing Information	Assessing Department		225-8550
Auto Registration	Collections Department		225-8540
Beaver Meadow Golf Course	Golf Course	Pro Shop Superintendent	228-8954 225-7033
Birth Certificates	City Clerk's Office		225-8500
Block Parties	City Clerk's Office		225-8500
Building Permits	Code Administration		225-8580
Burning Brush/Fire Permits	Fire Department	South End Station Manor Station Central Station Heights Station	225-8664 228-2702 225-8659 225-8654
Bus System/CAT (Concord Area Transit)		Concord Area Transit	225-1989
Business Development			225-8595
Business Licenses	Code Administration		225-8580

SERVICES DIRECTORY

If you have a question about...	City Office and/or Department to Call	Name of non-city business to contact	Phone Number
Cemetery Information	General Services Department – Blossom Hill Cemetery		225-3911
Channel 17 (Municipal Access Channel)		CCTV – Concord Community Television	226-8872
Children's Library Services	Concord Public Library		230-3690
City Auditorium Rental Information	General Services Department		230-3851
City Clerk	City Clerk's Office		225-8500
City Controller	Finance Department		225-8560
City Council Meetings	City Clerk's Office		225-8500
City Engineer	Engineering Division		225-8520
City Manager	City Manager's Office		225-8570
City Solicitor	City Solicitor's Office		225-8505
City Treasurer	Collections Division		225-8540
Code Administration	Community Development		225-8580
Community Centers	Recreation Department		225-8690
Community Development	Community Development		225-8510
Community Gardens on Clinton Street		State Division of Forests and Lands	271-3456
Concession Stand Licensing	Code Administration		225-8580
Concord Public Library	Concord Public Library		225-8670

SERVICES DIRECTORY

If you have a question about...	City Office and/or Department to Call	Name of non-city business to contact	Phone Number
Concord School District		Superintendent's Office	225-0811
Conservation Commission	Planning Division		225-8515
Construction Permits	Code Administration		225-8580
Court Payments and Fines		Concord District Court	271-6400
Crime Prevention	Police Department		225-8600
Current Land Use	Assessing Department		225-8550
Cutting Timber	Assessing Department		225-8550
Data Processing	IT Department		225-8597
Dead Animals in Public Right of Way	General Services Department		228-2737
Death Certificates	City Clerk's Office		225-8500
Demolition Permits	Code Administration		225-8580
Driveway Permits, New	Code Administration		225-8580
Driveway Permits, alterations to existing	Engineering Division		225-8520
Dog Licenses	City Clerk's Office		225-8500
East Concord Community Center	Recreation Department		225-8690
Elections Information	City Clerk's Office		225-8500
Employment with the City	Personnel Department		225-8535

SERVICES DIRECTORY

If you have a question about...	City Office and/or Department to Call	Name of non-city business to contact	Phone Number
Everett Arena	General Services Department		228-2784
Excavation of Gravel/Sand	Assessing Department		225-8550
Finance Department			225-8560
Fire Department (emergency)			911
Fire Department (non-emergency)	Fire Department		225-8650
Fire Hydrant Problems	General Services – Water Division		228-2737
Fire Prevention	Fire Department		225-8651
Food Service Licensing and Inspection	Code Administration		225-8580
Friends of Concord Public Library	Concord Public Library		230-3682
Friends of Penacook Branch Library	Penacook Branch Library		753-4441
Garbage Collection	General Services Department		228-2737
General Licensing	Code Administration		225-8580
General Services Department	General Services Department		228-2737
Green Street Community Center	Recreation Department		225-8690

SERVICES DIRECTORY

If you have a question about...	City Office and/or Department to Call	Name of non-city business to contact	Phone Number
Grounds Maintenance Park Maintenance	General Services Department		228-2737
Hazardous Substances	Fire Department		225-8514
Hazardous Materials Disposal	Fire Department		225-8514
Heights Community Center	Recreation Department		225-8690
Heritage Commission	Planning Division		225-8515
House Address Numbers	Engineering Division		225-8520
Housing Code	Code Administration		225-8580
Housing Inspection Program	Code Administration		225-8580
Human Services	Human Services Department		225-8575
Ice Arena	General Services Department		228-2784
Insurance Claims	Finance Department		225-8560
Job Openings	Personnel Department		225-8535
Juvenile Delinquency Prevention/Diversion	Police Department		225-8600
Landfill/ Transfer Station	General Services Department	Bestway Disposal	224-0890
Landlord/Tenant Problems	Code Administration		225-8580
Legal Department	City Solicitor's Office		225-8505
Library Administration	Concord Public Library		230-3682

SERVICES DIRECTORY

If you have a question about...	City Office and/or Department to Call	Name of non-city business to contact	Phone Number
Library Information (Reference Desk)	Concord Public Library		225-8590
Life Safety Code Administration	Code Administration		225-8580
Marriage Licenses	City Clerk's Office		225-8500
Memorial Field – Scheduling	Recreation Department		225-8690
Memorial Field – Maintenance	General Services Department		228-2737
Merrimack Valley School District		Superintendent's Office	753-6561
Missing Juveniles	Police Department		225-8600
Motor Vehicle Registration	Collections Division		225-8540
Motor Vehicle Titles	Collections Division		225-8540
Motor Vehicle Violations	Police Department		225-8600
Noise Complaints (day)	Code Administration		225-8580
Noise Complaints (night)	Police Department		225-8600
Oil Recycling	General Services Department	Bestway Disposal	224-0890
Parking	Police Department		225-8600
Patching of City Streets and Sidewalks	General Services Department		228-2737
Peddlers and Vendors Licensing/Complaints	Code Administration		225-8580

SERVICES DIRECTORY

If you have a question about...	City Office and/or Department to Call	Name of non-city business to contact	Phone Number
Penacook Branch Library	Penacook Library		753-4441
Personnel Department			225-8535
Planning Division	Community Development		225-8515
Playground Maintenance	General Services Department		228-2737
Police Department (emergency)			911
Police Department (non-emergency)	Police Department		225-8600
Potholes	General Services Department		228-2737
Property Assessment	Assessing Department		225-8550
Property Tax Exemptions	Assessing Department		225-8550
Public Health	Code Administration		225-8580
Public Properties	General Services Department		225-8691
Public Works (General Services)	General Services Department		228-2737
Purchasing Department	Purchasing Department		225-8530
Raffle Licensing	Code Administration		225-8580
Real Estate Tax Bill	Collections Division		225-8540
Recreation Department	Recreation Department		225-8690
Rental Housing Inspections	Code Administration		225-8580

SERVICES DIRECTORY

If you have a question about...	City Office and/or Department to Call	Name of non-city business to contact	Phone Number
Restaurant Inspection and Licensing	Code Administration		225-8580
Road Conditions	General Services Department		228-2737
Rooming House Inspection and Licensing	Code Administration		225-8580
RV Waste Disposal	General Services Department – Wastewater Division		225-8691
Sand/Salt Operations	General Services Department		228-2737
School Board		Concord Merrimack Valley	225-0811 753-6561
Septage Waste Disposal	General Services Department		225-8691
Septic Systems	Code Administration		225-8580
Sewer Emergencies	General Services Department		228-2737
Sidewalks	General Services Department		228-2737
Signs/Sign Code	Code Administration		225-8580
Signs, Street of Traffic	General Services Department		228-2737
Site Development Permits	Planning Division		225-8515
Snow Removal	General Services Department		228-2737
Solid Waste Recycling	General Services Department		228-2737

SERVICES DIRECTORY

If you have a question about...	City Office and/or Department to Call	Name of non-city business to contact	Phone Number
Special Exceptions (Land Use)	Code Administration		225-8580
Steam Condensate Bills	General Services Department		225-8693
Stop Sign Request	Engineering Division		225-8520
Street Cleaning	General Services Department		228-2737
Street Excavation Permits	Engineering Division		225-8520
Street Fair Licensing	Code Administration		225-8580
Street Light Repair		Unitil	224-2311
Street Location	Police Department		225-8600
Street Maintenance	General Services Department		228-2737
Street Sweeping	General Services Department		228-2737
Street Trees	Planning Division	Groundwork Concord	225-8515 224-3710
Subdivision Regulations/Applications	Planning Division		225-8515
Swimming Pools/ Public Pools	Recreation Department		225-8690
Swimming Pool Inspections/Permits	Code Administration		225-8580
Tax Bills	Tax Collection Office		225-8540
Tax Maps	Assessing Department		225-8550
Tax Collection Office	Collections Division		225-8540

SERVICES DIRECTORY

If you have a question about...	City Office and/or Department to Call	Name of non-city business to contact	Phone Number
Taxicab Inspection and Licensing	Code Administration		225-8580
Tennis Courts/ Lessons	Recreation Department		225-8690
Tennis Courts/Maintenance	General Services Department		228-2737
Tire Recycling	Concord Transfer Station - Landfill	Bestway Disposal	224-0890
Titles, Vehicles	Tax Collection Office		225-8540
Traffic Lights	Fire Department		225-8669
Traffic Signs	General Services Department		228-2737
Trash Collection	General Services Department		228-2737
Tree Branches/Spraying	General Services Department		228-2737
Tree Planting Program		Groundwork Concord	224-3710
Underground Storage Tanks	Fire Department and Engineering Division		225-8651 225-8520
Uniform Commercial Code (UCC) Filings	City Clerk's Office		225-8500
Variances	Code Administration		225-8580
Vendors - Mobile Food License & Inspection	Code Administration		225-8580
Wastewater Treatment Plant (Hall Street)	General Services Department		225-8691

SERVICES DIRECTORY

If you have a question about...	City Office and/or Department to Call	Name of non-city business to contact	Phone Number
Water/Sewer Bills	General Services Department		225-8693
Water Treatment Plant	General Services Department		225-8696
Welfare Department	Human Services Department		225-8575
West Street Ward House	Recreation Department		225-8690
Wild Animals (Suspected Rabies)		NH Fish and Game Department	271-3361
Wild Animals (Nuisance)		NH Dept of Agriculture -- Wildlife Services	223-6832
Yard Sale Permits	Code Administration		225-8580
Zoning	Code Administration		225-8580

City of Concord, New Hampshire City Departments

ADMINISTRATION

City Manager Thomas J. Aspell, Jr	225-8570
Assistant City Manager – Vacant	225-8570

ASSESSING

Dir of Real Estate Assessments Kathryn Temchack	225-8550
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COMMUNITY DEVELOPMENT

Director Roger Hawk	225-8510
Code Administrator C. Hamilton Rice	225-8580
City Engineer Ed Roberge	225-8520
City Planner Doug Woodward	225-8515

FINANCE

Director James R. Howard	225-8560
Purchasing Agent Douglas B. Ross	225-8530
Treasurer Michael Jache	225-8540

FIRE

Chief Christopher Pope	225-8650
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GENERAL SERVICES, 311 N. State Street

Director Chip Chesley	228-2737
Highways	Grounds
Sidewalks	Cemetery
Snow and Ice Control	Park Maintenance
Street Cleaning	Public Properties
Storm Sewer	Airport
Solid Waste	Municipal Complex
	Operation and Maintenance Facility
	Recreation Facilities
	Equipment Services
	Water Supply
	Wastewater Treatment

HUMAN SERVICES, 247 Pleasant Street

Director Jacqueline Whatmough	225-8575
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LEGAL

City Solicitor Paul Cavanaugh	225-8505
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LIBRARY, 45 Green Street

Director Pat Immen	225-8670
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PERSONNEL

Director Norm O'Neil	225-8535
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POLICE, 35 Green Street

Chief Jerome Madden	225-8600
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RECORDS

City Clerk Janice Bonenfant	225-8500
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RECREATION

Director Carolyn Tracy	225-8690
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ASSESSING DEPARTMENT

The Assessing Department is responsible for providing the citizens of Concord with an equitable and accountable real estate based assessment program; the fair administration of state statutes and programs governing property assessment; and a well run organization that is fiscally responsible and sensitive to the public's needs.

Facts and Figures

Building permits measured/listed	701
Sales reviews conducted	256
Deed changes processed	1,598
New parcel reviews conducted	339
New construction reviews conducted	123
Appeals: BTLA & Superior Court	33
Equalization Ratio	95.4%
Tax Base	\$3,725,790,852

Assessing Department figures are based upon the Tax Year, April 1, 2005 - March 31, 2006.

COMMUNITY DEVELOPMENT DEPARTMENT

The Community Development Department serves to establish a customer service oriented development assistance and review process that provides for necessary safety, environmental and community concerns in a well coordinated, timely, predictable and cost efficient and effective manner.

Notable

Administration

This fiscal year has seen considerable activity in new land development, master planning and pursuit of many high priority community projects including:

Long Range Planning

- With the long awaited satisfactory operation of the regional transportation model, the Planning Board has made tentative land use decisions and has authorized transportation analysis using the traffic model and based on those land use decisions. The land use decisions include the incorporation of the Opportunity Corridor Master Plan. An additional public hearing will be scheduled on the results of the transportation analysis in late spring 2006. Pending the outcome of the transportation hearing, a draft master plan will be assembled for public hearing(s) in the fall.
- The Interstate 93 project effort continues to be closely coordinated with the City's Master Planning process. With the completion of the regional transportation model, both the City's Master Plan and the NHDOT I-93 efforts are moving forward.
- In June 2005 the Planning Board held a public hearing on the draft Opportunity Corridor Master Plan. After further public input and discussions on the City Master

Plan, the Planning Board has incorporated the Opportunity Corridor Master Plan into the land use element of the city-wide plan. On March 20, 2006, the Concord City Council endorsed the Opportunity Corridor Master Plan. City representatives will forward the plan to the NHDOT for formal consideration in shaping the I-93 Bow-Concord project. City staff will utilize the implementation elements of the plan to begin shaping projects for consideration as part of upcoming capital improvement proposals.

- The Economic Development Master Plan was completed in 2005. The Economic Development Advisory Committee undertook a very thorough review of the plan and submitted their report with recommendations to the Planning Board for consideration and incorporation into the City Master Plan.

Development Process Improvement

- The City's software consultant completed work on the final major phase of work in February 2006. This phase has resulted in the Planning, Engineering and Code Divisions of Community Development all being able to enter information to better track and coordinate progress and final inspections on all development projects. The permit tracking software not only enables staff to share development process information more efficiently but it will be used to allow developers access to their project files and monitor its permitting and inspection status. A presentation will be made to the City Council once sufficient data is accumulated for review.

Interagency and Interdepartmental Coordination Efforts

- The Community Development Department, Recreation Department and Groundwork Concord worked closely together to oversee the completion of a conceptual design for a Heights Community Center. The final report is expected to be forwarded to the City Council late in 2005.
- Community Development staff continues to work closely with Concord 2020, Groundwork Concord and Main Street Concord to ensure that policies and projects of mutual interest are acted upon. Examples of recent project activities include the Bicentennial Square Master Plan, the Heritage Trail, federal grant funding for Groundwork, potential Master Plan funding by Concord 2020, the Downtown Streetscape Enhancement Program, and the I-93 Gateway Corridor Visual Improvement Study as well as improvements proposed at Kimball Park.
- Working closely in cooperation with the General Services Department, Police and Fire, staff responded and evaluated the events surrounding the May 2006 Floods in Concord. Noting dozens of disaster locations, staff worked tirelessly to maintain safe facilities for the public and mitigate further damage to properties. Staff worked collectively on securing well over \$300,000 in FEMA and Federal Highway Disaster reimbursement dollars allocated based on damage sustained.

Transportation Improvements

- The Route 3/Fisherville Road Corridor Study was completed in 2006 by Fay, Spofford & Thorndike (FST). The study included the project consultant completing corridor evaluations, traffic data collection, conditions assessments and recommendations. The City Council established a corridor advisory committee which met six times during the process. The study was presented at two public forums in 2006. Fay, Spofford & Thorndike's study report outlines a comprehensive capital improvement program based on priority needs within the

corridor. City Council is expected to review and accept the corridor study report in early 2007.

- The Community Development Department completed the permitting and final approvals for the Langley Parkway project between Clinton and Pleasant Street. A Memorandum of Agreement has been executed regarding the disposition of historic resources, and the Army Corps of Engineers Wetlands Permit was issued in mid-2006. Construction on the parkway will begin late in 2006 and is expected to continue through spring 2008. The legal status of the US Federal Court challenge is ongoing and remains unresolved at this time.
- The Engineering Division will oversee the completion of the final phase of the Regional Drive extension project in late 2006. The corridor will connect Manchester Street to NH Route 106 (Sheep Davis Road). Engineering staff will monitor the new traffic patterns in the region when the corridor is completed.
- Community Development staff continues to work closely with the Traffic Calming Policy Committee, Impact Fee Review Committee, City Council Communications Committee and the Ad-hoc Sewalls Falls Bridge Replacement Committee in pursuit of their primary objectives.
- In support of the Ward 10 Councilor, Community Development facilitated public discussion on the redesign and safety improvement of the Mountain-Shawmut Road intersection at Exit 16. Detailed review of intersection improvement options will be under consideration in late 2006.

Economic Development

- The Planning Board has approved the redevelopment of the former Blue Cross/Blue Shield property at 2 Pillsbury Street. The developer has received short-term “gap filler” financing through the city’s Revolving Loan Fund program and the project is currently under construction.

Business Development Division

- Construction of the Capital Commons (a.k.a Former Sears Block Project) project is underway. An unforeseen delay was incurred during October 2005 through December 2005 due to financing issues with the Developer, as well as the Contractor’s ability to secure required bonds. However, construction resumed in January 2006. The project is set to open in July 2007.
- Active pursuit of the redevelopment of the Penacook Mill has continued with the clean-up of environmental hazards, identification of desired reuses, the pursuit of additional grant funding and a development partner. In April 2005, the City entered into a Development Agreement with Chinburg Builders of Durham, New Hampshire to redevelop the property. Design and permitting efforts are now underway. In May 2006, the City secured several variances to allow the project to move forward.
- Business Development staff visited with 58 existing businesses and 17 prospects to date and followed up with information requested.
- Staff assisted the New Hampshire Scottish Society evaluate numerous sites and meet with various stakeholders. The NHSC is currently attempting to raise funds to finance the capital campaign to build the Museum.
- Staff continued efforts to assist the Capitol Regional Development Council with the development of Airport Business Park Phase III. White Mountain Imaging has acquired the first lot and built a 45,000-square-foot industrial building. Two other lots

are under agreement and have gone through the development team review process and are in the permitting process.

- A final draft of the Airport Master Plan Update was adopted by the City Council in May 2006.
- Efforts to develop more private hangar facilities at the Airport continued throughout in FY2006. Construction of a dozen new “T Hangars” by East Coast Hangars LLC was commenced and will open in early FY2007.
- To further the goals of the Corporate Park at Horseshoe Pond Project, as well as the City’s newly completed Opportunity Corridor Master Plan, staff developed an acquisition and financing strategy to acquire the Holiday Inn (Tsunis) property and associated escheated rights and the former Agway property.
- Staff continued efforts to identify and work with development partners towards the redevelopment of the South End Opportunity Corridor Redevelopment.
- Staff worked with the State of New Hampshire to examine the feasibility of the construction on a new Legislative Parking Deck and determine appropriateness of City acquisition of existing Legislative Parking Deck.

Building and Code Division

- Code has continued to review the 2001 Zoning Ordinance identifying areas deserving further review and interpretation, identifying a dysfunctional section related to Open Space, and drafting amendments to regulate or ban electronic message center type signs (EMCs), and to limit levels of illumination.
- Permit Tracker software features completed to date include structural permits history since 1992, zoning, planning, permit & inspection input screens, inspection scheduling, tracking & data capture, fee schedules, fee calculations & deposit interface, permit & C.O. processing, conversion of 1994 to 2003 Code permit data, and (6) Zoning Board and Planning Board histories, ZBA & Planning Board case input screens, and Planning, Engineering, Fire & Code training & system utilization.
- Code Division assisted the Finance Department and the City Solicitor’s Office in reviewing and updating the license and permit fee schedule increases adopted by the Council on March 20, 2006. These fees will become effective on July 1, 2006. There are 275 Code related fees which represents 74% of the City’s Ordinance based General Fund Fees. The fees relate to health, food service, business, housing, entertainment, and vending licenses, building, sign, electrical, fire protection, plumbing, mechanical and gas installations, and Zoning Appeals.
- Code Staff completed plan reviews and inspections for 673 building permits supported by 1225 inspections (with a construction value of \$156,000,000+), 833 electrical permits supported by 1266 inspections, 327 fire prevention permits supported by both code & fire inspections, 585 mechanical permits supported by 600 inspections, and 422 plumbing permits supported by 735 inspections, fielded over 200 health & housing complaints, and fielded over 1,500 zoning complaints & inquiries.
- Of the City’s 386 food service establishments, 328 (85%) received quarterly inspections, 20 (5%) plus all schools received semiannual inspections, and the remaining 38 (10%) received annual inspection, for a total of 1390 inspection.
- The Zoning Board heard 105 zoning cases including appeals for 256 variances, 6 special exceptions, 6 rehearing requests, 4 administrative appeals, 3 equitable waivers and 3 appeals to RSA’s for lots with no frontage. Staff also worked with the City Solicitor to prepare defense for 9 Superior Court challenges and 1 Supreme Court

appeal. Staff also prepared files and case evidence, and assisted the City Prosecutor in successfully prosecuting 20 housing, building & zoning violations in District Court. Fines in excess of \$18,800 (of which half were stayed pending no further violations) were assessed by the Court.

- Code Staff provided valuable input into the City's Haz-Mat plan identifying numerous building & zoning areas that required clarification or correction.

Engineering Division

The Engineering Services Division completed a number of major projects and program initiatives throughout the year including engineering projects, capital improvement projects and major traffic and transportation corridor improvement studies. In addition, new staffing replacing previous vacancies in the Division, have brought the value added experience of two licensed professional engineers to the City.

Major Engineering Projects and Initiatives

- The Engineering Services Division initiated a number of major engineering projects and initiatives including the implementation of the GIS Master Plan, completion of the Stormwater Master Plan as well as assisting the Finance Department in developing an Infrastructure Management Plan in accordance to GASB 34.
- The final GIS Master Plan was completed by the Consultant (Camp, Dresser & McKee) in early 2006 and presented to the City Council for consideration during the 2006 budget process. The GIS Master Plan outlines geographic system initiatives and contains budget estimates for many initiatives that have been prioritized and included in the capital budget.
- The consultant on the Stormwater Master Plan (Camp, Dresser & McKee) has completed the comprehensive master plan including the contract amendment services to examine the remaining watershed areas in the City. The completed plan will provide a multi-year Capital Improvement Program for the City's investment in stormwater infrastructure. A number of drainage system improvement projects were outlined in the report in an effort to address the drainage issues City-wide.
- The Engineering Division continues to update and expand our GIS records for water system, sewer system, drainage system, roadways, and other municipal infrastructure to provide the required information for the GASB 34 reporting. The GIS Master Plan recommends advancements in the data collected and the technology used to complete these efforts. Reports have been provided to the Finance Department for roadways, sewers, waterlines, sidewalks, and other elements as requested. Further work on the infrastructure management plan hinges on the direction set by the Enterprise Wide Resource plan (ERP) efforts.

Community Development Department Permit Tracking Software

- The Engineering Services Division continues its efforts in developing performance baseline standards for the quality and responsiveness of construction inspection as well as the timeliness of plan review and implementation and completion of Capital Improvement Program (CIP) projects. The filling of key staffing vacancies in the Division has greatly improved our development review responsiveness and customer service delivery.

Traffic Initiatives

- In an effort to identify and evaluate the City's high frequency and high severity accident intersections and corridors, the Traffic Operation Committee (TOC) continues to review accident "Hot Spots" community-wide. An overall, comprehensive program is required to address the "Hot Spots" based on the severity of each deficiency found. Crash rates will be determined at high accident locations to identify where safety problems exist that can be corrected, not simply high volume intersections where accidents will occur no matter what safety measures are put in place. The TOC, through the assistance of Concord Police Department, review accident data and trends monthly at the staff committee meeting. The completion of several CIP projects specifically targeting critical traffic corridors including Loudon Road, Manchester Street, North State Street, Fisherville Road and Langley Parkway will have a major effect on reducing accidents citywide. Many of the "Hot Spots" are located within these corridors and major corridor improvements are required to eliminate the safety hazards. Engineering will continue its focus on these locations within the respective corridor studies.
- Engineering Services continues to support the requests of neighborhood residents regarding traffic concerns through the Traffic Operations Committee (TOC). The TOC met monthly through 2006 and sponsored a number of neighborhood traffic forums including a meeting on the Penacook/Rumford Street intersection as well as working with the residents on Washington Street and Franklin Street during the paving rehabilitation program.

Traffic Calming

- The City Council adopted its Traffic Management Policy in late 2005. Since its inception, several requests have been processed through the policy review committee including requests for stop signs, traffic calming and neighborhood posted speed reductions. The program is designed to address each neighborhood (as a whole) and includes considerations such as capacity improvements on arterial/collector streets and traffic calming on local streets, as appropriate. With the policy now in place, the City has been able to focus on the neighborhood requests and respond promptly to concerns.

Major Traffic Corridor Studies

- The Engineering Services Division initiated and completed a number of major traffic corridor studies this past year including the Loudon Road corridor, North State Street corridor from Court Street to Bouton Street, the Route 3 North Corridor Study including North State Street, Fisherville Road and Village Street from Penacook Street to the Boscawen Town Line.
- On Loudon Road, a field survey was completed providing a more detailed assessment of benefits and impacts to the recommended improvements. The study has not yet advanced and Engineering is expecting the City Council to address the priority of recommendations this coming year.
- On North State Street (Court Street to Bouton Street), the conceptual design was reviewed at public neighborhood meetings and approved by City Council in 2006. The approved corridor plan includes the realignment of the North State Street/Bouton Street intersection, the construction of a modern roundabout at Franklin Street and improvements in the alignment at Washington Street. The

design engineer, VHB, expects final design to be completed in 2007 with construction thereafter.

- The Route 3/Fisherville Road Corridor Study was completed in 2006 by Fay, Spofford & Thorndike (FST). The study included the project consultant completing corridor evaluations, traffic data collection, conditions assessments and recommendations. The City Council established a corridor advisory committee which met six times during the process. The study was presented at two public forums in 2006. FST's study report outlines a comprehensive capital improvement program based on priority needs within the corridor. City Council is expected to review and accept the corridor study report in early 2007.

Major Transportation Project

- The Engineering Services Division has been involved in a number of major transportation construction improvement projects this past year including the Manchester Street corridor (NH Route 3 South), the Langley Parkway/Clinton Street area and Regional Drive Extension.
- The Manchester Street corridor design is complete including details of utility relocations. Acquisition of right-of-way including legal review and appraisals is expected soon. City Council deferred construction during the 2006 budget review for one year.
- Construction of Langley Parkway and the reconstruction of Clinton Street will begin in late 2006. Discussions with the property owner who needs to be relocated are continuing. Construction is expected to continue through 2007 to early 2008.
- Phase IV of Regional Drive was completed in early 2006 and opened to traffic. Engineering Services continues to monitor the effective traffic patterns in the area given this new arterial highway.

Planning Division

- The Master Plan update continued under the direction of the Planning Board. In the fall of 2005, the Board held a major public workshop on future growth scenarios the results of which assisted the Planning Board in making major decisions that the land use plan will include transfer of development rights program, mandatory cluster development in rural areas, and the key elements that emerged from the Opportunity Corridor planning effort. Transportation analysis using the traffic model then proceeded based on those land use decisions. Final comments were submitted by the Economic Development Advisory Council on the Economic Development Section, as prepared by Bonz and Company. The Heritage Commission began its final review of the draft of the Preservation Section as received from its consultant, Fitzgerald and Halliday. The Conservation Commission is nearing completion of its decisions on the update of the Open Space Plan.
- An application for renovation funding for the North End neighborhood was granted by CDFA for \$496,000 and CAP and CATCH each committed \$100,000 to the project. Renovation work then proceeded on 29 dwelling units. North End neighborhood meetings were held relative to street, curbing, tree planting, sidewalk, and pedestrian safety improvements which were to be implemented during next construction season, particularly on Washington and Franklin Streets. Efforts began on the next neighborhood planning program for the Heights, with land use data and neighborhood information having been assembled and base maps prepared; however, the

neighborhood planning program was discontinued as of the end of the fiscal year due to budget constraints.

- In January 2006, a public hearing was held on potential amendments to the Zoning Ordinance, based on direction from the Master Plan update effort, affecting areas outside of the Urban Growth Boundary. These potential amendments included increasing the minimum lot size from 2 to 4 acres, as well as mandating cluster development. While the Planning Board did not wish to recommend formal action thereon until the Master Plan is adopted, the Board continued to study and review land use strategies and regulatory options for the area outside of the Urban Growth Boundary.
- The Master Planning process and the Opportunity Corridor planning process have been coordinated with NHDOT's I-93 Study process. Joint meetings have been held between the staff of the NHDOT and the Planning Division, and a member of the Planning Division has been assigned to attend all of the I-93 Study meetings. The use of the regional transportation model has been coordinated such that the analysis of the City's future growth alternatives will assist and inform the State's process. A member of the Planning Board as well as a staff member of the Planning Division, are participating in NHDOT's Community Technical Assistance Program.
- The Planning Division was integrated into the utilization of the Community Development Department's Permit Tracking Software. The division staff received training, all new applications are being entered into the system upon receipt, and information is added as an application proceeds through the review and action stages, as well as the project permitting, development, and occupancy stages. Archival information relative to past applications and approvals is being added to the tracking system as time permits.

Conservation Commission

- The Conservation Commission worked toward completion of an updated Open Space Section of the City of Concord Master Plan. The Commission developed a draft of a map of future open space, identifying the parcels of property to be preserved and the type of action necessary to accomplish the appropriate protection. The Commission began the process of prioritizing the prospective actions necessary to protect these properties.
- The Commission worked with landowners and other conservation and land protection organizations to identify and seek funds from federal, state and other sources to protect open space resources. The acquisitions of the Gold Star Sod Farm and the adjacent land on West Portsmouth Street were finalized with assistance and funding through LCHIP, the federal Farmland and Ranchland Protection Program (FRPP), the National Oceanic and Atmospheric Administration (NOAA), the Society for the Protection of NH Forests (SPNHF) and the Trust for Public Lands (TPL).
- The Commission took advantage of a right-of-first refusal available through the NHDOT on a parcel owned by the B & M Corporation and purchased 50 acres on Elm Street with extensive frontage on the Contoocook River opposite the Contoocook River Park.
- The Commission and Groundwork Concord coordinated their efforts in planting of street trees, with the Commission focusing its tree installation in and around the newly constructed intersections of Regional Drive with Airport Road, Industrial Park Drive, and Route 106.

Forestry Program

- A timber sale was planned for the Town Pound lot on North State Street which required verification of the property lines and bounds prior to solicitation of bids.
- Trail maintenance was performed throughout the City's extensive trail system including mowing and brush removal, clearing of downed trees, repair of drainage, replacement of signs, and repainting of blazes.

Community Development Department Grants

- The CD Specialist worked with the North End Housing Rehabilitation Program applicants to complete home improvements. This project was substantially complete in June 2006. Efforts also continued with the Concord Area Trust for Community Housing to promote the Homes Downtown Program where homes are renovated and sold to first-time homebuyers. The Housing Code staff was provided with information on current grant and loan programs to hand out to homeowners whose homes are in need of improvements for code compliance.
- In an effort to seek non-CDBG funding for other priority city programs, the CD Specialist reviewed new Requests for Proposal that are posted on the Foundation Center's website. In fiscal year 2006, City Department Heads were made aware of more than 26 grant opportunities that were of potential interest to their respective departments.
- The CD Specialist worked with the Personnel Department to initiate a 504 Plan. In addition, the CD Specialist attended a three-month series of workshops sponsored by the Governor's Council on Disabilities relative to ADA compliance.

FINANCE DEPARTMENT

The Finance Department creates and sustains a dynamic fiscal structure to meet legal requirements and supports attainment of the overall City mission. The department applies recommended business practices in accounting, auditing and financial reporting, asset and risk management and debt administration. The department supports financial policy development that promotes fiscal security, long-term self-reliance and the efficient use of labor, intellectual and physical capital and technology necessary to the provision of the highest level of customer service and information.

Notable

Control and Treasury Division

- Completed a bond sale in which the City sold \$13 million in General Obligation at the interest rate of 4.015%.
- Maintained current bond ratings: *Moody's Investor Service* – AA2 and *Standard and Poors* - AA.
- Received the GFOA's Certificate of Achievement for Excellence in Financial Reporting for the City's 2005 CAFR.

- Integrated issuance of Request for Proposal and entered into contract negotiation for the City's new Enterprise Resource Planning System (ERP).

Purchasing Division

The Purchasing Division strives to obtain the optimal value for the taxpayer through a process of acquiring goods and services and disposing of surplus personal property that timely meets the needs of city departments in conformance with the City Charter and ordinances, while encouraging competition in a fair, open, ethical and efficient manner.

Working with City staff, consultants and our aggregation partners the Purchasing Agent successfully negotiated the following energy contracts:

- Electricity.** Contracts for the supply of electricity for all G1, SL and OC accounts and the 40 largest G2 accounts were competitively solicited and awarded to TransCanada through the end of FY08. The small G2 accounts continue to receive electricity supply from Unitil on a default basis. The delivery of electricity to all City accounts is regulated by the NH PUC and continues to be provided by Unitil.
- Natural Gas.** Contracts for the supply of natural gas for the City's 17 largest accounts were competitively solicited and awarded to Hess through the end of FY07. The City's smallest 11 accounts continue to receive their natural gas supply from Keyspan. The delivery of natural gas to all City accounts is regulated by the NH PUC and continues to be provided by Keyspan. In addition, the Combined Operations and Maintenance Facility (COMF) was converted from the use of propane to natural gas.
- Gasoline, diesel fuel, kerosene and #2 fuel oil.** Contracts for the supply and delivery of these fuels were competitively solicited and awarded to D.K. Burke and Irving Corp. These contracts remain in effect through the end of FY07.

The Purchasing Agent continues to serve as a member of the City's Enterprise Resource Planning (ERP) System Steering Committee. The Purchasing Agent, assisted by the ERP Steering Committee, competitively solicited, negotiated and awarded contracts to New World Systems of Troy, MI and MuniSmart of Dover, NH for the purchase of ERP and property tax software respectively. The Purchasing Agent is also the leader of the Purchasing/Accounts Payable Core Team for the implementation and training services required to go-live with the purchasing, contract management, inventory, bidding, e-supplier and accounts payable ERP modules on 7/2/07.

The Purchasing Agent, with the assistance of the Fiscal Supervisor from the Control Division and the Personnel Department's Safety and Training Coordinator, continues to train new and existing City staff of current purchasing and accounts payable policies and procedures.

INFORMATION TECHNOLOGY DEPARTMENT

The Information Technology (IT) Department supports the City by dependably and securely delivering technology services to meet the business needs of City Departments and their customers, the City residents. The Department is tasked with balancing the advantages and efficiencies of new technology, the ever escalating threats to security, and the need to minimize cost.

Notable

- Infrastructure re-design and improvements; improvements needed for the ever increasing traffic on the City network and also for the planned ERP system implementation.
- Extending the City fiber network to connect all City and school buildings. This project will be completed in FY07.
- Selecting an ERP vendor and beginning implementation of the ERP system. The ERP implementation will be a two year project.
- Supporting individual departments in projects as critical as mobile computing for police cruisers, energy management devices controlling energy usage in City buildings, the Public Notification System used by Fire, Police and General Services in City emergencies.

FIRE DEPARTMENT

The Fire Department serves to protect the lives and safety of the citizens by providing fire prevention and education, response to fire, medical and hazardous materials incidents as well as other emergency assistance requests. The Fire Department maintains a Communications Center, which dispatches emergency calls for the City of Concord and twenty other communities who comprise the Capital Area Mutual Fire Aid Compact. The Department maintains the City's municipal fire alarm, traffic signal systems, and exterior fiber-optic network.

Notable

Safety and Risk Management

The entire Fire Department continues to focus much attention over the past year on several safety and risk management initiatives. Many of these were requested by Primex, the city's insurance carrier, following their risk management study performed last year.

- Training in responding to and safely handling emergency incidents on the highway.
- Increased emphasis on Firefighter safety and survival.

Fire, Emergency Medical Services and Special Operations tactical plan improvements

- Ice and water rescue responses.
- Mass decontamination capabilities.
- Multiple live fire training drills per year for every firefighter.
- Firefighting water supply plans for rural, non-hydrant areas.
- Firefighting plans for high rise occupancies.

Fire Prevention and Safety Initiatives

- Place of Assembly employee response to emergency situation training.
- Provided training for numerous city employees in CPR and AED usage.

Dispatch Center Improvements

- Using NH Homeland Security Grant Funds increased dispatch capabilities with new computer aided dispatch software.

- Reached full-staffing of eight trained dispatchers.

Fire Alarm Traffic Improvements

- Provided construction oversight for 3 traffic signal installations.
- Provided technical support for expansion of city's fiber-optic network.

SERVICE INDICATORS	2004	2005	2006
1. Total Emergency Calls for Service	6,800	7,090	7,566
a. EMS Calls	4,068	4,250	4,510
b. Haz-Mat	105	96	107
c. Residential Structure fires	54	46	57
d. Commercial Structure fires	24	67	21
2. Percent BLS Response within 4 minutes	71	72	67
3. Percent Fire Response within 4 minutes	73	68	57
4. Quick Access Plans Completed	22	22	15
5. Fire Safety Inspections Completed	441	643	1,333
6. Alarm Systems Monitored	789	423	448
7. Master Box plug in/plug out	293	136	149
8. Public Education hours/person	3,490	3,640	6,696

GENERAL SERVICES DEPARTMENT

The City's General Services Department serves to enhance the quality of life in the City by providing maintenance and operation of the City's infrastructure, including roadways, sidewalks, bridges, buildings, storm drains, sanitary sewers and treatment, potable water supply and distribution, parks, cemeteries, ice arena, golf course, and motor fleet.

Notable

Highway and Utilities Systems Division

- Responded to 100% of low pressure water calls with a follow up letter within one week of the call stating causes and cures.
- Responded to 100% of water line leaks or sewer line blockage within one hour of notification.
- Reported on and evaluated the number of sewer line blockages, their probable causes and implications for future maintenance efforts during the FY 2007 budget preparation.
- Corrected 95% of any hazardous pavement or sign conditions within a 24-hour period.
- Evaluated 211 road miles and found 48% are in satisfactory or better condition using a Pavement Condition Index of 72 or greater as being satisfactory or better.
- Completed catch basin cleaning to maintain the three year maintenance schedule.
- Completed video inspection of sewer and drain lines in streets added for paving in the North End project.

- Completed scheduled repairs for spring of 2006 ahead of the paving that will occur during the summer of 2006 (FY07).
- Completed the Reclamation and Shim/Overlay projects, CIP #'s 79 and 80, as approved in the FY 2005 budget. Also completed new curb and sidewalk installation along Mountain Road that was not initially part of the project.
- Substantially completed the paving portion of the North End paving and sidewalk project, CIP #'s 17 and 78 as approved in the FY 2005 budget. Work was completed in summer 2006.
- Completed specifications for the CIP Paving Projects, #'s 78, 79 and 80, as approved in the FY 2006 budget with projected start date of late April or early May.

Grounds Division

- Re-established fall sport fields at Keach Park in conjunction with the Recreation Department fall sports program.
- Continued to aggressively manage the high maintenance athletic fields to improve their condition and playability.
- Re-sodded approximately 22,000 square feet of space in the base paths and sweeps at the Rolfe Park baseball diamond and improved the pitchers mound area.
- Added safety surfacing beneath the playground structures to comply with the nationally accepted guidelines.
- Addressed the ADA entrances to the playground areas at Keach, Rolfe, Kimball, and Rollins Parks.
- Established a new cremation grave section and an additional baby grave section in Blossom Hill Cemetery.
- Expanded the two-grave lot section in Maple Grove Cemetery.
- Sodded Doane Diamond Infield with funds available in the operating budget.
- Began aggressive overseeding of athletic fields.

Public Properties Division

- Implemented phase 1 and 2 of the energy savings measures outlined in the Detailed Energy Audit (DEA) with Siemens Building Technologies.
- Responded to eleven unplanned/unscheduled facility issues.
- Worked with Friends of the Audi on \$80,000 upgrade to stage lighting removing old fixtures and installing energy efficient units.
- Reallocated one full- time position to two permanent part-time positions to improve level of service at the Municipal Complex.

Administration

- Developed and implemented a leak detection program for the water distribution system.
- Implemented and promoted EZ-Pay, a voluntary automatic checking/savings account debit system (Automatic Clearing House or ACH) for utility billing customers.
- Assisted in the implementation of the curbside recycling program by answering phone calls with questions and complaints about the newly implemented program. Other staff tasks include delivering bins or collecting unwanted bins, educating residents about the program, and developing slides for CCTV and the website.

- Implemented records management and audit system for time keeping records throughout the department.
- Began implementation of recommendations from the Water System Rate Study.
- Assisted in the procurement of an ERP system for the City.

Arena

- Increased winter ice revenue by two percent through restructuring of rental rate.
- Implemented proposed energy savings measures through lighting, low E ceiling and energy management controls.
- Completed the residing project on the east and west ends of building.
- Completed installation of new lettering on east and west ends of building.

Golf Course

- Successfully hosted the LPGA Futures Tour 2005 Laconia Savings Bank Golf Classic. Tour will return the following year.
- Retained an irrigation engineer/consultant to evaluate the irrigation system for efficiency and to make recommendations for future upgrades. Report was completed and changes will be implemented in future fiscal years as operating budget allows.
- Hosted the USGA Turf Agronomist.
- Removed 160,000 board feet of timber on the 4th, 10th and 13th holes as recommended by the USGA Agronomist and the City's Forester.
- Re-established turf nurseries.
- Opened the golf course on April 6th; the earliest opening day ever.
- Installed a paved painted green pad on the driving range for driving range mats enhancing the aesthetics of the driving range.
- Purchased and installed an equipment lift to promote safe equipment maintenance, and reduce the potential for personnel injury.
- Increased advertising to enhance revenue.

Water & Sewer

Wastewater

- Experienced no exceedances of NPDES permit requirements at the Hall Street Waste Water Treatment Plant and experienced 4 exceedances at the Penacook Waste Water Treatment Plant.
- Began design of recommended Phase 1 odor control improvements.
- Began the construction of Phase 1 upgrades to the headworks at the Hall Street Waste Water Treatment Plant.
- Began the replacement of roof system on the Hall Street Waste Water Treatment Plant chlorine building.
- Began the phase II concrete repairs to the 2nd sludge holding tank and bio-cell at the Hall Street Waste Water Treatment Plant.
- Implemented recommended energy savings measures outlined in the Detailed Energy Audit at the Hall Street Waste Water Treatment Plant.
- Implemented Phase 1 SCADA improvements at the Hall Street Waste Water Treatment Plant.
- Assumed operation of newly constructed DZ-5 pump station.

- Reviewed and updated current competitiveness model.

Water

- Experienced no exceedances of MCL level of the Safe Drinking Water Act requirements.
- Completed Phase 1 of the Water Master Plan assessing the City's future water demands and potential water supply.
- Completed condition assessment of Pump Station 5 and the Pembroke Pump Station 2.
- Continued the replacement of outdated elements of the electrical and control systems such as the Pump Station 4 Motor Control Center.
- Reviewed and updated the current competitiveness model.
- Developed the following performance baseline for percent of water quality complaints resolved by assigned due date: Response within 24 hours; sample results within 3 days; and resolution within five working days, including a written response.
- Completed Phase 4 (last phase) of the SCADA system improvements at the Water Treatment Plant.
- Completed personnel reorganization, eliminating the need to staff the third shift at the Water Treatment Plant by replacing with on-call personnel and shifting resources to maintenance function.

Vehicle Maintenance Division

- Completed 85% of preventative maintenance work orders on schedule.
- Hired Fleet Manager.
- Purchased fleet replacement vehicles per CIP 121 schedule.

HUMAN SERVICES DEPARTMENT

The mission of Concord Human Services is to provide interim assistance with basic needs for those who do not have the resources to meet these needs and encourage community involvement in addressing issues to help break the circle of poverty.

Notable

- Concord Human Services was able to send both boys and girls to summer camps through the generosity of NH Charitable Foundation, Concord Junior Service League and Wesley United Methodist Church.
- 25 boys were also provided with camp necessities from the Everett Weir Abbot Fund through NH Charitable Foundation. Human Services partnered with Concord Recreation, Police and Fire Departments for the boys' shopping trip.
- Concord Human Services Director served as the agency coordinator for the Capital Region Food Program Holiday Food Basket Project, serving 903 Concord families.
- Twenty-one generous agencies, churches, businesses, City Departments and individuals helped Concord Human Services provide Christmas toys to 109 children.

- Thanksgiving baskets donated by ASA Sanel, the employees of the DHHS Finance Department and Ashley Angwin, a student from Bishop Brady, were delivered to 81 families.
- Members of Temple Beth Jacob continued to provide dried goods, chicken and meat for our food pantry all year long and the Capital Region Food Program provided a monthly distribution of food staples so that we could issue food baskets.
- The VFW Ladies Auxiliary provided school backpacks to 27 children through Concord Human Services.
- Director co-facilitated an all day program for Leadership Greater Concord with the focus on housing issues, refugee services and access to medical care in the community.

LEGAL DEPARTMENT

The Legal Department has two missions. Statutory and common law defines these missions. In the State of New Hampshire, a municipality has only those powers granted to it by the Legislature. Every action of a municipality must be justified by those powers. The mission of the City Solicitor is to insure that all actions of the city are within the powers granted to it by the Legislature and to foster the accomplishments of the city's goals and objectives within this legal framework. The mission of the City Prosecutor is to prosecute those persons charged with violating state or local law within the city. The Prosecutor also has a paramount duty to the legal system to see that in the course of prosecution, justice is done.

Notable

- The Prosecutor's office successfully prosecuted and collected substantial judgments against the Home Depot, and Kevin Guay collecting reimbursements totaling \$14,384.69. In addition, prosecution of code violations and collection of reimbursements to date total \$50,893.35 with 5 months left in the fiscal year. It is anticipated that the department will exceed anticipated revenue estimates for 2007 for this account.
- The Prosecutor's office negotiated with the District Court Clerk and Judges to successfully implement the mediation program for violators of motor vehicle laws.
- The City Solicitor's office received a Notice of Settlement in the class action suit against AT&T for the unauthorized use of the City's land within the right of ways along old railroad corridors. Total settlement funds to the City will be \$20,606.50, exceeding our initial estimate.
- The City Solicitor's office negotiated with Constellation Justice System to achieve a reduction of \$6,405.00 off the annual maintenance fee of \$10,500.00 (FY2007) for the Damion System, due to delayed implementation of the discovery module interface with IMC.
- The City Solicitor's office has obtained, for a limited time, the services of an attorney who has agreed to perform research and prepare legal memoranda on a limited number of specific questions. This work will be subject to review by the City Solicitor and is being performed pro bono.

Service Indicators

<u>Indicator Description</u>	<u>Actual 2005</u>	<u>Actual 2006</u>	<u>Estimated 2007</u>
1. Tax Lien Mortgages (Research at Registry)	825	825	841
2. Tax Deed-Mortgages (Research at Registry)	120	120	124
3. Tax Title Searches for Property to be Deeded	60	60	60
4. City Dept/Board Requests for Legal Services	1,200	1,357	1,500
5. Bankruptcy Matters (Claims/Monitoring)	60	60	48
6. Title searches for property acquisition, sales, lot consolidations; deeds reviewed/prepared	180	190	200
7. Administer financial guarantees for city projects and developments	365	400	400
8. Concord Criminal Dispositions and Hearings	16,800	15,892	16,900
9. Loudon Criminal Dispositions and Hearings	1,342	1,250	1,075
10. Bow Criminal Dispositions and Hearings	1,124	923	870
11. Bow Juvenile Criminal Dispositions and Hearings	48	44	75
12. Dunbarton Criminal Dispositions and Hearings	84	61	255
13. Concord Juvenile Dispositions and Hearings	1,412	866	1,175
14. Loudon Juvenile Dispositions and Hearings	16	20	33
15. Concord Administrative License Suspensions	170	127	165
16. Bow Administrative License Suspensions	38	9	6
17. Dunbarton Administrative License Suspensions	1	1	15
18. Loudon Administrative License Suspensions	54	15	14
19. Concord Code Enforcement	0	57	67

LIBRARY DEPARTMENT

The mission of the Concord Public Library is to provide informational, cultural, educational and recreational resources and services to the people of Concord. The Library seeks to accomplish its mission through prudent management and development of its resources, and by providing access to a broad range of materials and services to meet the present and future needs of the community it serves. The Library's core services are the following: assistance in the location and use of library materials; selection of new books and audiovisual materials; acquisition, cataloging and processing of these materials for the public's use; programs for children, teens and adults to promote books and reading; and loaning of library materials.

Notable

- Completed the celebration of the Concord Public Library's 150th anniversary on August 25, 2005 with special programs and displays.
- Expanded and developed the marketing of library services through the Concord Monitor's calendar of events and other print media, brochures and handouts, and the library's web page.
- Continued to maintain programming as a service priority. Chris Bohjalian's *Water Witches* was chosen for Concord Reads and several successful programs were conducted for the event. In the Children's Room, the summer reading program "Camp

Wannaread” engaged over 300 children. Fall children’s programs included among others *Lapsit*, *Toddler Tales*, *Family Storytime*, *2nd Wednesday Club* at the Main Library and *Storytime* at the Penacook Branch Library.

- Continued to develop automation resources: Purchased replacement self-check system, added bar code authentication for patron access to several of the electronic databases on the web page, and added a digital copy of *The History of Penacook, N. H., From Its First Settlement in 1734 Up to 1900* to the web page.
- Renovated the children’s room at the Penacook Branch with a gift of \$10,000 to the Concord Public Library Foundation received from Joan Farrel, a Concord resident. The renovation included new bookshelves, new table and chairs, and an area rug.
- Replaced auditorium chairs with a grant from the Alice J. Reen Charitable Trust and the Concord Public Library Foundation. Added six upholstered chairs to the Main Floor with a gift from the Concord Public Library Foundation.
- Designated a new trust fund for books on the visual arts with a gift of \$10,000 from Mr. William J. Dane, a former Concord resident, in memory of his parents.
- Conserved the sculpture “Standing Woman” by Winslow Eaves with a grant from the New Hampshire State Council on the Arts.

PERSONNEL DEPARTMENT

The Personnel Department works in partnership with its customers in supporting the mission of the City by establishing and implementing responsive human resource services which result in the recruitment, development, and retention of a highly qualified, diverse, well trained and motivated workforce by emphasizing open, honest and meaningful communication at all levels of the organization. This is accomplished within the framework of merit and collective bargaining processes, with due regard for equal employment opportunity, individual integrity, the provision of a safe work environment and the fiscal constraints imposed by the taxpayers through the City Council.

Notable

- Processed 1,154 personnel actions.
- Provided leave administration services and consulted with City departments for 35 short-term disability, 2 long-term disability, and 115 worker’s compensation claims, 14 of which were considered lost time.
- Worker’s compensation experience modification decreased from .64 in 2005 to .56 in 2006.
- Revised various policies and procedures including the Workers’ Compensation Incident Reporting Procedure in order to implement New Hampshire Department of Labor’s mandated electronic filing process, as well as, trained designated representatives throughout the City on process.
- Reviewed and documented 212 City Supervisory Accident/Loss reports for committee review and performed follow-up action on various Joint Loss Management Committee (JLMC) recommendations.
 - ❖ Steered JLMC Action Plan Committee and JLMC Employee Recognition Day Sub-committee (Safety Promotion).
 - ❖ Developed and implemented a new benchmarking initiative to be included at all JLMC meetings consisting of WC Experience Modification, WC Loss Ratio,

- WC Claim Report Time, Slips, Trips, & Falls Frequency and Motor Vehicle Accidents.
- ❖ Developed Supervisor's New Employee Orientation Checklist; revised JLMC Health and Safety Inspection Checklist, and created a Pool Inspection Checklist.
- Coordinated various employee training programs, including, but not limited to: Effective Supervisory Practices, Performance Evaluation, AED/CPR Training, Confined Space, Blood borne Pathogens, Basic Mediation, Work Zone & Trenching Safety, Hazardous and Toxic Substances, Creating a Respectful Workplace (Harassment Prevention), monthly new employee orientations, and recruitment briefings, as necessary.
- Provided training support to departments by facilitating, coordinating, or documenting over 900 individual training programs employees attended.
- Staff continued to serve on the Health Benefits Review Team (HBRT), a joint labor management initiative, which reviews health insurance plan designs and explores other benefit options to provide high quality benefits in a cost effective manner.
- The department coordinated the annual Beneflex open enrollment for employees and retirees. Successful enrollment included 459 employees and 283 retirees.
- Overall Wellflex participation rates, including spouses, increased from 289 to 439, resulting in a 52% increase in total participation. Employee participation rates alone increased from 241 to 339 resulting in an increase from 53% to 75%.
- Wellflex program activities and accomplishments:
 - ❖ Maintained an on-site Yoga Program.
 - ❖ Offered various on-site workshops on the topics of Nutrition, Smoking Cessation, Preventing Winter Illness & Injury, Cancer Awareness, Prescription Drug Workshop, and an Exercise Demonstration with a certified fitness trainer.
 - ❖ Coordinated City-wide participation in the Fall into Winter and March into May Exercise Programs.
 - ❖ Offered free flu shot clinics for all employee, retirees, and eligible spouses.
 - ❖ Provided screenings at Annual Employee Recognition Luncheon, flu shot clinics, and benefits open enrollment.
 - ❖ Participated in the Great American Smokeout.
 - ❖ Participated in the annual Making Strides Against Breast Cancer and raised approximately \$2,504.
 - ❖ Developed the Annual Summary Report outlining the Wellflex Program's activities and accomplishments for the period of 7/1/05 – 6/30/06.
- The Personnel Department coordinated 71 separate recruitments during the fiscal year.
- The Safety & Training Coordinator position transitioned from permanent part-time to full-time.
- The department submitted the initial application for the Medicare Part D Drug Subsidy Program for approximately \$88,000 from the federal government based on retiree prescription drug costs.
- The turnover rate for this time period was 4.78%.
- In conjunction with the Finance Department, initiated and compiled data for the GASB45 study.
- Department participated in demonstrations to select an ERP vendor and served on the ERP Core and Steering Teams.
- Department initiated a classification and compensation study and issued a Position Description Questionnaire (PDQ) to all employees.

Department received an overall satisfaction rating of 4.17 out of 5.0 from 2006 Personnel Excellence Survey.

POLICE DEPARTMENT

The mission of the Police Department is to protect life and property, maintain order and attempt to resolve the community's needs by coordinating the required resources.

Notable

- Maintain current level of dedicated Police presence in downtown Concord.

For the Fiscal Year 2006 the Concord Police Department conducted 1,794 park & talk, directed and foot patrols for a total of 982 hours 59 minutes for an average of over 32 minutes per patrol. During FY05 we conducted 1,976 park & talk, directed and foot patrols for a total of 1,149 hours and 36 minutes for an average of 35 minutes per patrol.

- Increase current level to FY04 level of dedicated Police presence in downtown Penacook.

For the Fiscal Year 2006 the Concord Police Department conducted 292 park & talk, directed and foot patrols for a total of 141 hours 6 minutes for an average of 26 minutes per patrol. During FY05 we conducted 370 park & talk, directed and foot patrols for a total of 168 hours and 52 minutes for an average of 27 minutes per patrol. Our FY04 numbers show 368 park & talks, directed and foot patrols.

- Increase dedicated Police presence in both City parks and in State recreational areas in order to properly ensure quality of life behavior.

In Fiscal Year 2006 the Concord Police Department conducted 236 directed patrols, foot & bicycle patrols, and park & talks in city parks and state recreational areas for a total of 110 hours and 31 minutes for an average of 22 minutes per patrol. During FY05 there were 224 directed patrols, foot & bicycle patrols, and park & talks and 125 in FY04.

- Maintain or reduce the total number of traffic accidents that occur in the city as compared to FY05.

The Concord Police Department responded to 1,151 State Reportable traffic accidents during FY05. In FY06 we responded to 1,325. This represents a 15.12% increase during FY06 compared to the previous year.

- Increase drug trafficking arrests by 10%.

During Fiscal Year 2005, the Concord Police Department arrested 73 persons for sale or manufacture of a controlled drug. In FY06, the Concord Police Department arrested 122 persons for sale or manufacture of a controlled drug. This resulted in an increase of 67.12%.

- Respond to 90% of high-priority calls for service within 4 minutes.

For the Fiscal Year 2006, the Concord Police Department responded to 79.4% of the high-priority calls for service within 4 minutes, 85% within 5 minutes, 86% within 6 minutes, and 89% within 7 minutes.

- Provide statistical data on Police Department web site on crime and calls for service data.

Statistical data is provided quarterly and posted on the department's website. This is an on-going project. FY06 data is currently posted on the web.

- Conduct quarterly compliance checks for both on-sale and off-sale licensees.

The Concord Police Department continues to conduct on and off-sale compliance checks in conjunction with the New Hampshire State Liquor Commission. Since June of 2002, there is a 91% compliance rate of on and off-sale establishments.

- In conjunction with the Capital Area Mutual Aid Compact, other City Departments and organizations, conduct minimum of one HAZMAT and one terrorism drill annually. Include activation of EOC with at least one of the drills.

On September 23, 2005, the Concord Police Department along with the Fire, General Services, Community Development, Information Technologies, and Administrative Divisions conducted a terrorism drill involving a HAZMAT incident and hostage situation. This drill caused the activation of the City EOC and involved the simulation of the contamination of the city water supply. This drill used governmental and non-governmental evaluators so that any deficiencies noted could be addressed. This drill was fully funded by a grant through the New Hampshire Office of Emergency Management.

- Attain a clearance rate of 90% for Part I violent crime.

For Fiscal Year 2006 the Concord Police Department had 665 violent Part I offenses reported with 477 cleared for a 72% clearance rate. Many of these cases are still in active investigation.

- Conduct targeted speed enforcement programs on select city streets where speed limits were recently reduced.

This is an on-going project which is handled through the various Area Commands of the city. Due to the large number of 25 mph streets, the Police Department's internal database does not track specific streets, so specific numbers are not available for summonses or warnings that have been issued per street. Directed patrols and random checks done by uniformed patrol officers as Community Policing Projects and as a normal part of their patrol duties. Area Commanders also assign specific enforcement efforts relating to citizen complaints. As of June 30, 2006, there have been 3 summonses issued for this speed violation citywide.

- Develop and implement a shoplifting awareness and prevention program.

There is currently a program in place that is organized out of the Community Resources Unit. This program has been in place for just over a two year period and is normally assigned as a Community Policing Project. The program is also done as requested. In addition to this program, the Community Resources Unit speaks to convicted shoplifters as part of the juvenile diversion program.

- Complete reorientation of the Department's Intranet web site and improve its use for internal users.

This project has been done in cooperation with the City IT department. All shared files and databases have been titled and organized in a manner that will improve accessibility and reduce duplication.

- Increase the return rate of evidence and property by 50% of FY05 total.

During Fiscal Year 2005 the Concord Police Department returned 249 articles that were placed into evidence. During FY06 there were 354 articles returned which is a 42% increase over FY05. Of note is that we are currently taking in more articles than during last budget year. During FY05 we took in 4,177 articles and we took in 4,577 articles over FY06.

- Complete 80% of sector Community Policing projects

Since 07/01/2005, the Concord Police Department has initiated 27 Community Policing Projects of which 17 have been completed for a 63% completion rate. Of the 10 incomplete projects, 5 have due dates after 7/1/2006. By taking those into account, the completion rate is 81%.

- Working with other departments, identify and evaluate the City's high frequency and high severity accident intersections and corridors.

A monthly accident analysis is done by this department and distributed to various city and community members. The department is a member of the Traffic Operations Committee which includes members of the Concord Police, Concord Fire, City Engineering, and Community Development Divisions. The accident analysis is used to help determine problem intersections and actions that could be undertaken to reduce accident frequency.

- Working with other departments, review and evaluate the causes of traffic accidents. Identify programs to reduce the frequency of preventable accidents.

Information has been provided as requested on specific intersections to include causal factors. As stated above, the department is a member of the Traffic Operations Committee which looks at problem areas and ways to reduce the frequency of accidents in those areas.

2006 ADDITIONAL ACCOMPLISHMENTS

- The Department completed training of all first responders in the Incident Command System and the National Incident Management System. This enables the Department to be in compliance with federal requirements ahead of the October 2006 deadline. These requirements, if not met, could have jeopardized grant funding opportunities.
- The Concord Police Department continues to work with other members of the Capital Area Public Health Network in the formation of protocols and guidelines to address the City's response to threats to the citizens of this community.
- Through a grant from the New Hampshire Attorney General's Office, the Department continues its proactive enforcement in the area of youth alcohol deterrence and detection. This program continues to be a benchmark for the rest of the state.
- The Department has had an on-going proactive initiative for the enforcement of speed in school zones before and after school while the children are going to and coming from school.

- Conducted a drug investigation in conjunction with other agencies in the downtown area which four individuals were arrested for the sale and distribution of cocaine, heroin, and other controlled substances.
- Conducted a drug investigation in conjunction with other agencies in the south end area of town which four individuals were arrested for the sale, possession, and distribution of cocaine, heroin, methamphetamine, psilocybin mushrooms, and marijuana.
- The Department successfully located and recovered ten Segway personal transportation devices valued at approximately \$47,000 which were reported stolen from a Hall Street business in April of 2005.
- Patrol Officers located and charged four individuals with Reckless Conduct stemming from incidents where these individuals were shooting pedestrians and vehicles with BB pellets.
- Conducted an investigation which led to the arrest of an 18 year male for 1st Degree Assault who had beaten another male in the face with a beer bottle.
- Patrol Officers responded to a reported Robbery in an open business in the Penacook area which led to the arrest of a 21 year old male for Robbery, Felon in Possession of a Firearm, and Violation of Parole.
- Conducted a drug investigation in which a 20 year old female was arrested for several counts of the sale and distribution of cocaine in Concord and Pembroke. Seized during this investigation was approximately \$1,000 worth of cocaine.
- Conducted a drug investigation which led to the arrest of three individuals for the sale, possession, and distribution of heroin as well as other charges. Also seized was cash, quantities of heroin and prescription drugs.
- Conducted an investigation with the Hillsboro Police Department which led to the arrest of a 31-year-old Hillsboro male for three counts of Aggravated Felonious Sexual Assault which took place in Concord.
- Conducted a drug investigation in conjunction with the Loudon Police Department which led to the arrest of a 23 year old Concord female for several counts of the sale, possession, and distribution of heroin and cocaine in both the Concord and Loudon areas.
- Conducted burglary investigations reference incidents in the south end of the city which led to the arrest of a 37 year old Concord male for five counts of felony level burglary.
- Patrol Officers responded to a sit-in protest which led to the arrest of eight individuals for Criminal Trespass in a NH US Senator's Office.
- Patrol Officers responded to a domestic related shooting incident which led to the arrest of a 19 year old Concord male for Attempted First Degree Assault, Felony Reckless Conduct, and Criminal Threatening. This incident also involved the young child of the two individuals involved.
- A Robbery investigation was conducted which led to the arrest of three area individuals for various charges to include Robbery and falsifying physical evidence. This Robbery took place in the parking lot of a retail establishment and involved the use of a firearm.
- The Concord Police Department aggressively investigated graffiti and vandalism which was done on two area high schools causing thousands of dollars worth of damage. This investigation led to the arrest of five individuals (four of which are juvenile) on the charges of criminal mischief and accomplice to criminal mischief.
- A drug investigation of a 23 year old Concord male led to his being charged with three counts of the sale, possession, and distribution of heroin and one count of the sale of morphine. In addition, quantities of heroin and prescription drugs were seized.

- A sexual assault investigation led to the arrest of a 36 year old Sutton male, a registered sex offender, for three counts each of sexual and simple assault. He was also charged by the Sutton Police for failing to register as a sex offender in their community.
- A shoplifting investigation led to the arrest of a 35 year Center Barnstead female for several counts of felony level shoplifting and receiving stolen property.
- The Concord Police Department working in concert with other agencies were able to successfully indict two past Concord area males for Robberies that occurred at two Concord banks. These subjects were ultimately charged with 12 bank robberies.
- A Robbery investigation of a downtown area business led to the arrest of a 34 year old Concord male for the charges of Attempted Armed Robbery X4, Kidnapping X3, and Resisting Arrest. A knife was used in this incident and at least one victim sustained injuries.
- A drug investigation led to the arrest of a 53 year old Concord female for the multiple sales of the controlled drugs Oxycontin and Percocet. This subject was also charged with violation of her probation.
- The Concord Police Department was successful in the arrest and prosecution of a 46 year old male for the charge of Murder resulting from an over 20 year old homicide case of a Concord baby.
- A drug investigation of a 24 year old Concord male led to a search warrant and his arrest for sale, possession, and distribution of the controlled drugs, cocaine, marijuana, and MDMA commonly known as ecstasy. The street value of the illegal drugs seized is approximately \$3,000.
- A several month drug investigation led to the arrest of a 19 year old Concord female and a 33 year old Concord male. These subjects were each charged with multiple counts for the sale of marijuana.
- A several month drug investigation into the sale of crack cocaine led to the arrest of a 42 year old Franklin male for 5 counts and a 31 year old Franklin male for 1 count. Also seized during these arrests was a quantity of crack cocaine with an estimated street value of \$4,000.
- The Concord Police Department has responded to and investigated 17 Robbery calls for service so far during the 3 quarters of FY06. This is in comparison to the 4 reported Robbery calls for service during the same time period in FY05.
- Investigators participated in the recovery and identification of the Gehring children in Ohio, closing out one of the most troubling and widely publicized homicide investigations this City has ever seen.
- Investigators traveled to Florida and in conjunction with Federal authorities and local agencies around the country recovered a stolen weathervane that had been taken from Concord that was worth several thousand dollars.
- The Department has participated in a statewide Cyber Crime initiative coordinated by the NH Department of Justice. This project will bring hardware into the city along with training for officers to allow a more in-depth investigation of computer crimes as well as other crime where computers are involved.
- The Concord Police Drug Enforcement Unit was awarded a Federal Streetsweeper Grant of over \$43,000 that is intended to allow officers to expand their enforcement activities focusing on specific drug trafficking problems affecting the city.

<u>SERVICE INDICATORS</u>	<u>FY2005</u>	<u>FY2006</u>	<u>Projected¹ FY2007</u>
1. Total Calls for Service	53,093	52,350	62,256
2. Total Part I Crimes ² -Reported	1,019	1,142	1,440
3. Index Crime Rate ³ based on UCR Reporting			
• <i>Violent Crime Rate</i>	154	179	202
• <i>Property Crime Rate</i>	2,220	2,479	3,154
4. Total Part II Offenses	4,676	4,486	5,259
5. Total Crimes against Persons ⁴	979	905	877
6. Total Property Crimes ⁵	2,517	2,392	3,071
7. Total Crimes Against Society ⁶	1,302	1,432	1,615
8. Total State Reportable Traffic Accidents	1,151	1,325	1,570
9. Traffic Fatalities	1	0	2
10. Total Visibility/Prevention Patrols ⁷	6,972	5,800	7,697
11. Total Time on Visibility/Prevention Patrols in Hours	3,082	2,532	3,437
12. Total Traffic Summonses Issued	5,998	5,762	6,828
13. Total DWI Arrests	229	170	218
14. Drug Abuse Violations (Persons Arrested)	338	320	352
15. Total Drug Sale/Manufacturing Charges	73	122	112
16. Total Drug Possession Charges	423	392	425
17. Total Custodial Arrests			
• Persons Arrested	3,209	2978	3,171
• Number of Charges	5,279	4841	5,489
18. Total Sexual Assaults Reported	105	101	85
19. Evidence/Property			
• Recovered	4,177	4,577	4,884
• Returned/Disposed	1,381	737	668
20. Criminal Investigations Division			
• Cases Assigned	181	126	220
• Cases Cleared	108	99	140
21. Youth Services Division			
• Cases Assigned	1,195	1,315	1,088
• Non-Court Adjudicated	807	943	852
• Petitioned	388	293	236
22. Sworn Positions/Hired	5	5	5
23. Total Training Hours ⁸	10,664	8,807	8,312

¹ Based on data available through February 2007.

² Murder, Rape, Robbery, Aggravated Assault, Burglary, Larceny, Auto Theft, Arson.

³ Part I Crimes per 100,000 population.

⁴ A crime in which the victim is present and directly involved in the offense.

⁵ Generally speaking, it is a crime in which the victim is not present or directly involved in the offense. Notable exceptions are robbery, pocket-picking and purse-snatching.

⁶ A crime which represents society's prohibitions on engaging in certain types of activities.

⁷ Directed Patrols, Foot Patrols, Bicycle Patrols, Park & Talks

⁸ All Department training excluding basic Recruit Academy.

RECORDS

The City Clerk insures the preservation of documents, vital records, and historical records; provides City Council agendas, correspondence, minutes and maintains indexed actions of the Council and provides election services for the City of Concord.

Notable

- Completed a Boards and Commissions membership table listing the committee name, the committee authority and members of the committee. This Boards and Commissions database was also posted on the city's website.
- Staff continues to work with the Bureau of Vital Records, keeping abreast of Vital Record program enhancements in order to assure proper processing of records and great customer service.
- Continuing implementation of internal improvements to the Council agenda process resulting in a more efficient agenda preparation process.

<u>SERVICE INDICATORS</u>	<u>2005</u>	<u>2006</u>
1. Birth Certificates Issued	3,931	3,605
2. Marriage Certificates Issued	688	734
3. Death Certificates Issued	4,875	4,612
4. Certified Records Issued	9,494	9,334
5. Marriage Licenses Issued	370	383
6. Dog Licenses Issued	4,572	4,347
7. Dog Notices Sent	4,300	4,190
8. Notice of Intent to Issue Summons	1,434	1,144
9. Dog Summons Issued	592	520
10. UCC's Recorded, Terminated or Amended	862	572
11. City Council Minutes Prepared	25	24
12. Vital Record Amendments	251	157

Elections

- Staff posted election results on the City's web page for the November 2005 Municipal Election on election night allowing immediate accessibility of election results.
- Staff worked effectively with local, statewide and national news media providing up to the minute election results for all elections held.
- Staff appeared on an airing of local CCTV show providing residents with information about registering to vote, absentee ballots, polling locations and election hours.

<u>SERVICE INDICATORS</u>	<u>2005</u>	<u>2006</u>
1. Voter Registrations Processed	4,900	*480
2. Absentee Voters Serviced	2,392	*71
3. Early AM Voters Serviced	290	*24
4. Average Number of Ballots Cast	26,827	*3,695

**Municipal election only resulting in lower voter turnout.*

The City Clerk's Office conducted a Municipal Election on November 8, 2005. The City Clerk's Office provided early morning voting for registered voters who were leaving the City prior to 8:00 a.m.

RECREATION DEPARTMENT

The Recreation Department is responsible for providing a diversified program of year round activities for people of all ages and abilities. The Department also schedules all outdoor athletic fields and four community centers.

Notable

- Active involvement with downtown recreational programming in cooperation with Main Street Concord.
- Recruited, trained and supervised 350 volunteers who contributed a total of approximately 8,885 volunteer hours for various programs and events.
- Worked with Concord 20/20 to organize and conduct the annual River Jamboree.
- Worked with the US Tennis Association to increase the number of tennis programs and the number of participants.
- Swimming pool attendants were eliminated resulting in a reduction of 1.5 FTE positions.
- Number of swimming pool users increased from 29,091 in FY05 to 36,172 in FY06.
- Number of phone calls for information increased by 23.3%.
- On-line registrations increased from 421 in FY05 to 1,050 in FY06.
- With the assistance of the Business Development Coordinator for the City, raised an additional \$4,000 in donations for the July 4th fireworks program.
- Offered the following new programs: kids art classes and camps, dance camps, football camp, advanced field hockey and soccer camps.

ORDINANCES

Ordinances passed in FY2006:

Amended the Code of Ordinances, Title I, General Code; Chapter 4, City-Owned Property; Article 4-6, Conservation Open Space.

Amended the Code of Ordinances, Title II, Traffic Code; Chapter 18, Parking: Article 18-3, Parking Meters; Section 18-3-3, Periods of Parking Time Established; by adding to subsection (b), Time Limit in Parking Lots and Garages, the following: two hour parking permitted at all meters in the Freight Street Lot.

Added stop intersections on Forest Street at Liberty Street, east; on Liberty Street at Forest Street, both.

Added parking prohibited at all times on both sides of Green Street from School Street to 80 feet northerly.

Amended the speed limit to 30 mph on Shaker Road from Mountain Road to one mile north of Mountain Road intersection.

Amended the speed limit to 25 mph on Millenium Way from Winterbury Lane to Rosewood Drive; on Primrose Lane from Borough Road; on Rosewood Drive from Primrose Lane; on Winterbury Lane from Primrose Lane.

Amended the speed limit to 25 mph on Electric Avenue from Washington Street in Penacook.

Amended the Personnel Class Specification Index by adding Police Dispatch Supervisor.

Amended the Personnel Class Specification Index by adding Safety & Training Coordinator.

Amended the Personnel Class Specification Index by adding Water Treatment Plant Operator Supervisor.

Amended the Code of Ordinances, Title 1, General Code; Chapter 5, Public Works, Article 5-7, Solid Waste.

Added parking prohibited on both sides of Spaulding Street from Dwinell Street to 180 feet west of Sulloway Street from 7:00 a.m. to 3:00 p.m. Monday through Friday from September through June.

Amended the Code of Ordinances, Title II, Traffic Code, Chapter 18, Parking, Article 18-3, Parking Meters, Section 18-3-8, Use of Parking Meters.

Added parking prohibited on the north side of Pleasant Street from Minot Street to 50 feet west; on the south side of Pleasant Street from South Fruit Street to Concord Hospital, West Side Access Drive; on the north side of Pleasant Street from 130 feet easterly of Kensington Street to 260 feet easterly of Kensington Street; on the north side of Pleasant Street from 50 feet east of Kensington Street to 50 feet west of Kensington Street; on the south side of

Pleasant Street from South Fruit Street to 245 feet westerly; on the south side of Pleasant Street from Gale Street to 239 feet east of Gale Street; on the north side of Pleasant Street from Pleasant View Avenue to 50 feet easterly. Deleted parking prohibited on the south side of Pleasant Street from Tuttle Street to Gale Street from 7:00 a.m. to 3:00 p.m. Monday through Friday. Deleted parking time limited on the south side of Pleasant Street from 239 feet east of Gale Street to 172 feet easterly parallel to the curb. Added parking prohibited on both sides of Pleasant Street from North Fruit Street to Langley Parkway.

Added parking prohibited on all sides of District #5 Road from 150 feet west of Dimond Road, to include all paved areas of roadway, to 50 feet south on Dimond Road.

Added parking time limited to two hours on the north side of Monroe Street, 80 feet from South State Street.

Added four way stop on Warren Street and Liberty Street, both.

Amended the Code of Ordinances, Title I, General Code; Chapter 15, Licensing and Regulation of Businesses, Trades and Occupations, Article 15-8, Peddlers.

Added parking prohibited on all times on the north side of Tremont Street from Lyndon Street to Jackson Street.

Amending the Code of Ordinances, Title IV, Zoning Code; Chapter 28, Zoning Ordinance; Article 28-2, Zoning Districts and Allowable Uses; Section 28-2-3, the Zoning Map.

Amended the speed limit to 25 mph on Avon Street from Clinton Street to South Street.

Added stop intersection on Ty Lane and Kyle Road, southeast. Added stop intersection on Amy Way and Kyle Road, southeast.

Added two hour parking, between the hours of 7:00 a.m. and 6:00 p.m., Monday through Friday, on the south side of Hills Avenue from Storrs Street to South Main Street, parallel to the curb. (the two most easterly spaces are designated as a loading zone and parking is prohibited therein between 7:00 a.m. and 6:00 p.m., Monday through Friday). This ordinance remains in effect until the opening of Capital Commons Parking Garage.

Added one way street on Hills Avenue from Storrs Street to South Main Street traveling east. This ordinance remains in effect until the opening of Capital Commons Parking Garage.

Added two hour parking, between the hours of 7:00 a.m. and 6:00 p.m., Monday through Friday, on the west side of South Main Street from Pleasant Street to 200 feet southerly, 45 degrees head in; and the east side of South Main Street from Pleasant Street Ext to 270 feet southerly, sixty degrees head in. This ordinance remains in effect until re-installation of parking meters.

Amending the Code of Ordinances, Title I, General Code; Chapter 1, Government Organization, Article 1-5, Fees, Fines, and Penalties; Schedule I, Fees, Emergency Medical Service Charges.

Amending the Code of Ordinances, Title I, General Code; Chapter 26, Building Regulations; Article 26-16, Fire Prevention Code, Section 26-16-3, Amendments to the International Fire Code/2000.

Amending the Code of Ordinances, Title IV, Subdivision Code; Chapter 29.2, Public Capital Facilities Impact Fees Ordinance; Section 29.2-1-2, Assessment and Collection.

Amending the Code of Ordinances, Title I, General Code; Chapter 1, Government Organization, by amending Schedule I of Article 1-5, Fees, Fines, and Penalties.

Adding stop intersection on Henniker Street and Chenell Drive, traveling north.

Added parking prohibited on all sides of Mason Court from Jackson Street to dead end of street.

Deleted parking prohibited on the east side of Rumford Street from Washington Street to 60 feet northerly. Added parking prohibited on the east side of Rumford Street from Washington Street to 165 feet northerly.

Amended the Code of Ordinances, Title IV, Zoning Code; Chapter 28, Zoning Ordinance; Article 28-2, Zoning Districts and Allowable Uses; Section 28-2-3, The Zoning Map.

Amended the Code of Ordinances, Title II, Traffic Code, Chapter 18, Parking, Article 18-1, Stopping, Standing and Parking, Section 18-1-9, Bus and Taxicab Stands, Schedule VII, by adding a stop on the east side of Airport Road from Russell Street to 80 feet southerly and on the north side of Loudon Road from the signalized intersection of Jared's to 80 feet westerly.

Amending the Code of Ordinances, Title I, General Code; Chapter 1, Government Organization, by amending Schedule I of Article 1-5, Fees, Fines, and Penalties, sewer use rates.

Government

June 1849	Concord Charter adopted by State
March 1853	City Charter Adopted (Partisan Elections)
April 1911	Non Partisan Elections
January 1950	Council-Manager form of government Council-Manager 4071 Votes Mayor-Aldermen 1335 Votes
January 1958	Mayor-Aldermen form of government Council-Manager 2974 Votes Mayor-Aldermen 2979 Votes
January 1968 -Present	Council-Manager form of government Council-Manager 3449 Votes Mayor-Aldermen 2737 Votes

COMMUNITY CALENDAR

JANUARY - Tax payment due · Christmas trees may be disposed of at White Farm on Clinton St. through Jan. 31
· White Park Winter Carnival · Outdoor ice skating at Merrill and White Parks

FEBRUARY - Little League Signups · Special February Vacation Week Recreation Activities · Tax abatement application due by Mar 1

MARCH - Tax payment due · Remove artificial flowers from cemeteries by April 1

APRIL - Youth football signup · Dog license renewals · National Library Week and book sale · Beaver Meadow Golf Course opens · Spring vacation week library programs · April Vacation Week Recreation Programs

MAY - Fall Youth soccer signup begins · Kiwanis Trade Fair at Everett Arena · Summer Recreation brochures available · Annual Memorial Day Parade · July and October Tax bills mailed · The Friends Program launches its Annual Friends finding Friends Program on May 2

JUNE - Budget hearings · Tuesday and first Friday evening summer music series begin · Library Summer Reading Club · Household Hazardous Collection Day · Annual Police/Fire Parade · Quarry Dog Games begin

JULY - Tax payment due · July 4th fireworks display at Memorial Field · Downtown Market Days · Recreation programs-day camp programs, tennis, soccer, horseback riding camps, swim lessons, etc. · Summer Ice Skating Everett Arena

AUGUST - Summer Music Series Ends · Youth hockey signup · Capital Criterium Bike Race · Summer Reading Club party · Deadline to sign up for fall soccer · National Night Out

SEPTEMBER - Family story time begins at the Library

OCTOBER - Tax payment due · Youth basketball signup · Leaf pick up begins · Halloween observed on the 30th in Penacook and the 31st in Concord · Halloween Howl

NOVEMBER - Municipal elections · Tax Abatement applications available · General Election · Holiday Parade · Christmas Tree Lighting Ceremony · Golf course closes · Artificial flowers may be placed in cemeteries · Tax Rate Set · January and March tax bills mailed

DECEMBER - Midnight Merriment · Winter Vacation Week Recreation Programs · Annual Ski & Skate Sale

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